

# COVID-19 Vaccine Provider Webinar

January 28, 2021



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

# DISCLAIMER

The information presented today is based on recent guidance and MAY change.

January 28, 2021



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

# Agenda

1. ImmTrac2 Reporting – Angela DeLaCruz, DSHS
2. TDEM Reporting – Major William Hoffmann, TMD
3. VAOS Reminders and FAQ's
4. Provider Resources



Texas Department of State  
Health Services

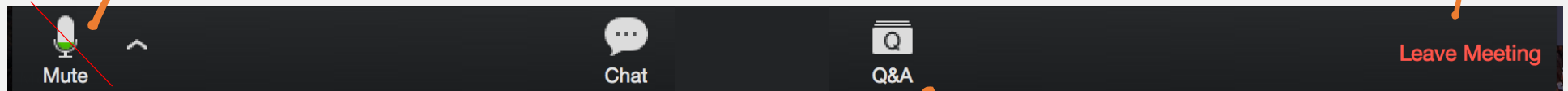
Today's webinar presentation and recording will be available on the  
[COVID-19 Vaccine Management Resources page](#)

# Zoom Guidance

*New to Zoom? Have a question? Here's a quick guide:*

**You will be automatically muted during this webinar.**

**Need to go? Click Leave Meeting to exit the webinar.**



**The "chat" feature will be turned off for attendees in this Webinar.**

**Have a question? Type a question to the host and panelists using the Q&A box!**



Texas Department of State  
Health Services

# Reporting Vaccine Administration in ImmTrac2

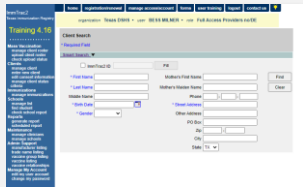
# Reporting COVID-19 Vaccines in ImmTrac2



COVID-19 vaccines are an antiviral, immunization, or medication (AIM) that is associated to a disaster and all administrations **must be reported to the state registry (ImmTrac2).**

COVID-19 Vaccine providers are required to report all COVID-19 immunizations to the Texas Immunization Registry **within 24 hours of administration.**

Providers may report administration of COVID-19 vaccines in any of the three ways they report administration of vaccines to ImmTrac2:



**ImmTrac2 Web App.**, accessed  
via a web browser



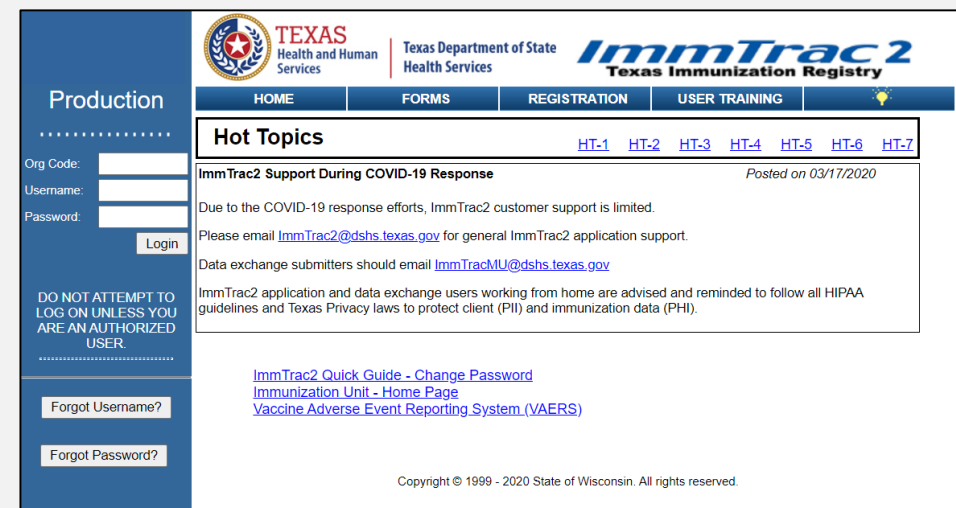
**FTP Batch Reporting**  
(may transmit records daily to  
meet the 24-hour requirement)



**Real time web-services** with  
your Electronic Health Records  
(EHR) system


# Log Into ImmTrac2 After Getting VAOS Access


- You MUST login to ImmTrac2 to avoid being disassociated by the system for inactivity.
- If ImmTrac2 users do not to login in immediately or have gone 365 days since your last login, ***you will not be able to login to ImmTrac2 or VAOS.***
- Log into ImmTrac2 [here](#).
- For information about logging into ImmTrac2, email: [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov)




The screenshot shows the ImmTrac2 login interface. On the left is a blue sidebar with the 'Production' environment selector and login fields for Org Code, Username, and Password, along with a 'Login' button and links for 'Forgot Username?' and 'Forgot Password?'. A warning message states: 'DO NOT ATTEMPT TO LOG ON UNLESS YOU ARE AN AUTHORIZED USER.' The main content area features the Texas Department of State Health Services logo and the 'ImmTrac2 Texas Immunization Registry' title. It includes a navigation bar with links for HOME, FORMS, REGISTRATION, and USER TRAINING. A 'Hot Topics' section highlights 'ImmTrac2 Support During COVID-19 Response' with a link to [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov). At the bottom, there are links for 'ImmTrac2 Quick Guide - Change Password', 'Immunization Unit - Home Page', and 'Vaccine Adverse Event Reporting System (VAERS)'. The footer contains the copyright notice: 'Copyright © 1999 - 2020 State of Wisconsin. All rights reserved.'

# Reporting COVID-19 Vaccines in ImmTrac2

- **Use COVID-19 specific Org Codes and ImmTrac2 IIS IDs**

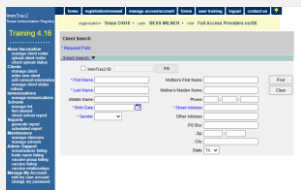
When reporting administered COVID-19 vaccines to ImmTrac2, providers must use their COVID-19 specific Org Code or ImmTrac2 IIS ID to ensure that vaccines are accurately tracked in the COVID-19 Vaccine Data Dashboards in VAOS.
- **Report the Lot ID for each vaccine administration**

Providers must accurately report the Lot ID for administered vaccines when reporting to ImmTrac2. Lot ID information informs the COVID-19 Vaccine Data Dashboards and tracking of administered doses.
- **Appropriately record a patient's disaster related consent.**

Disaster related consent is not required for a patient to receive a COVID-19 vaccine. However, providers must accurately record whether or not a patient has signed a disaster related consent.



# Use COVID-19 Org Code or ImmTrac2 IIS ID



***ImmTrac2 Web App.***, accessed  
via a web browser



***FTP Batch Reporting***  
(may transmit records daily to  
meet the 24-hour requirement)



***Real time web-services*** with  
your Electronic Health Records  
(EHR) system

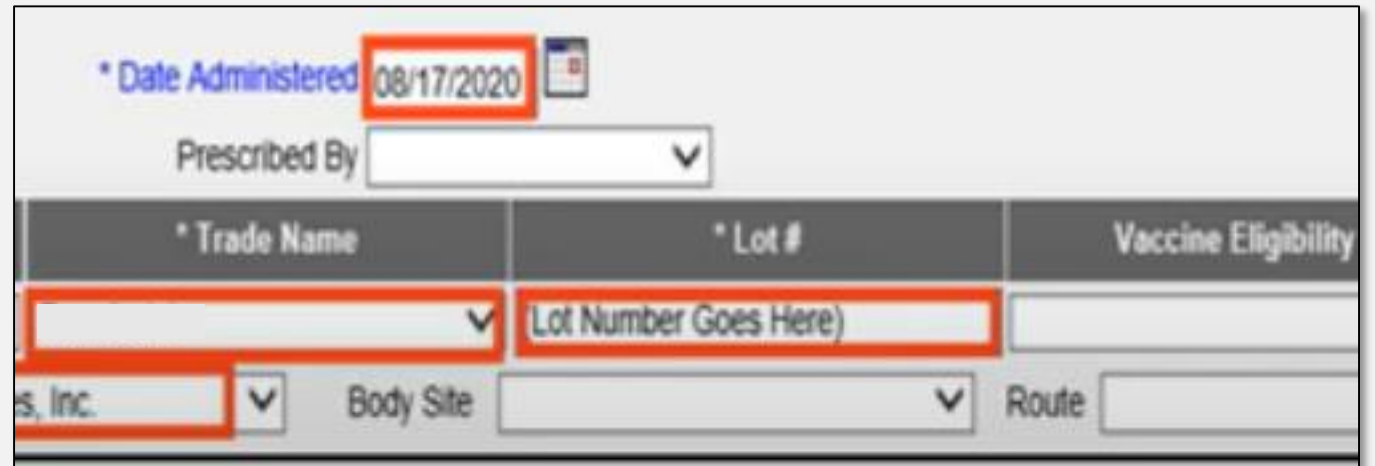
If you are using the ImmTrac2 Web App to report vaccine administrations, **use the Org Code(s)** assigned to you when you became an approved COVID-19 Vaccine Provider.

If you are reporting to ImmTrac2 via Data Exchange, **use the ImmTrac2 IIS ID** that is associated to your organization for reporting.

**ImmTrac2 users receive their assigned Org Code(s) via email when they first get access to ImmTrac2, or when their access is modified.**

# Entering Lot #s in ImmTrac2

The Lot ID for administered vaccines ***must be entered correctly***—exactly as it appears on the vaccine container—for reporting accuracy in VAOS.



The screenshot shows a web application form for vaccine administration. The 'Date Administered' field is set to 08/17/2020. The 'Prescribed By' field is a dropdown menu. The 'Trade Name' field is a dropdown menu with 's, Inc.' selected. The 'Lot #' field is a text input field with the placeholder text 'Lot Number Goes Here)'. The 'Vaccine Eligibility' field is a text input field. The 'Body Site' field is a dropdown menu. The 'Route' field is a text input field. The 'Lot #' field is highlighted with a red box.

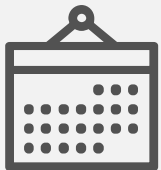
*Lot # in the ImmTrac2 Web Application*

If Lot ID #s are entered incorrectly, ImmTrac2 will not be able to accurately track vaccine administration.

# Disaster Consents



Patients who receive the COVID-19 Vaccine will be designated **disaster clients**. This means that Providers will need to appropriately record whether clients are **Disaster Consented (DC)** or **Disaster Unconsented (DU)**.



**Patients are NOT REQUIRED to sign a disaster consent to receive a COVID-19 vaccine.** Every administration of a COVID-19 vaccine must be reported to ImmTrac2.

- Disaster consented patients' disaster AIMs remain in the ImmTrac2 registry **longer than 5 years after the disaster.**
- Disaster unconsented patients' AIMs are **deleted after 5 years.**



**DO NOT use regular ImmTrac Child (IC) or ImmTrac Adult (IA) consents to report COVID-19 vaccines.**

# Best Practices for Data Quality in ImmTrac2

For the highest quality data reporting, you should also **confirm these elements are accurate:**



**Brand of Vaccine**

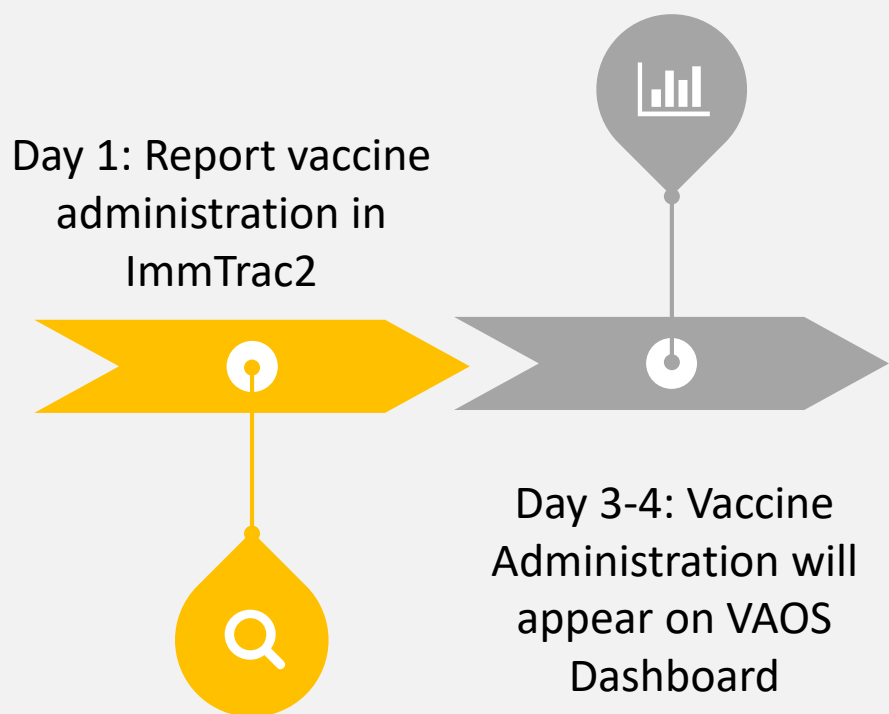


**Patient's Race/Ethnicity**



**Valid Dates of Administration**

# Timeline for Updates in ImmTrac2 & VAOS



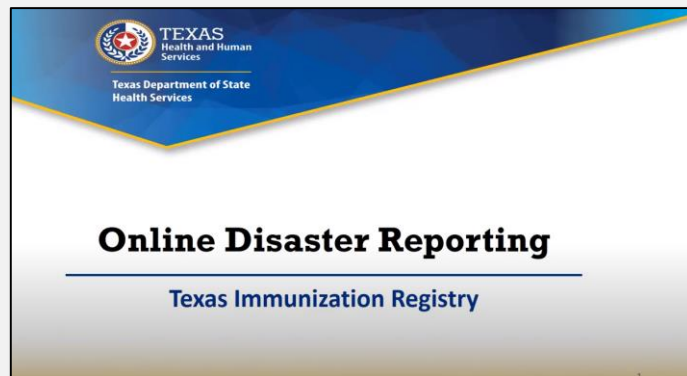
COVID-19 Vaccine Providers may experience **a delay of up to three days** (or longer, based on how you report) between when they report vaccine administration in ImmTrac2 and when that information is reflected on the Provider's VAOS dashboard.



This means that administration and inventory data on the VAOS dashboard may not reflect vaccine administrations reported to ImmTrac2 within the past three days. **Please note that this will not impact your future allocations or shipments.**

# ImmTrac2 Resources

You can find more information and training about reporting vaccine administration to ImmTrac2, including **Disaster Consents**, on the [ImmTrac2 User Training Site](#).



The [Online Disaster Reporting](#) training on the [ImmTrac2 User Training site](#) provides more information on Disaster Reporting in ImmTrac2.

A screenshot of a consent form titled 'Disaster Related Information and Release of Information to Authorized Entities'. The form is from the Texas Department of State Health Services and the Texas Immunization Registry. It includes fields for patient information (Name, Date of Birth, Sex, Race, Ethnicity, Address, City, State, Zip, Phone, Email) and provider information (Name, Address, City, State, Zip, Phone, Email). There is a section for 'Consent' with checkboxes for 'I consent' and 'I do not consent'. The form also includes a section for 'Signature' and 'Date'. The form is numbered '2' in the bottom right corner.

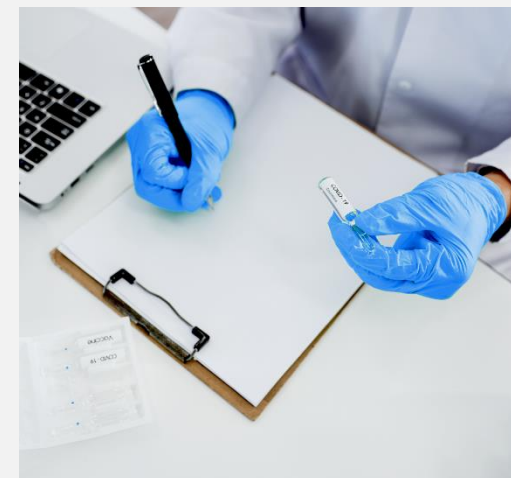
You can access Disaster Related Consent forms on the [ImmTrac2 Forms and Documents](#) page.

# Questions about ImmTrac2?

## Is your organization new to ImmTrac2?

If you are COVID-19 Vaccine Provider, you also have an ImmTrac2 account.

You can find more information and user training for ImmTrac2, the Texas Immunization Registry, at <http://dshs.texas.gov/immunize/ImmTrac>



## Questions / Support

For questions related to reporting COVID-19 administrations **online**, please email [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov)

For questions related to reporting COVID-19 administrations via **FTP batch reporting or real-time web services**, please email [ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@dshs.texas.gov)



**Poll: Providers can use an existing ImmTrac Child (IC) or ImmTrac Adult (IA) consent to record a COVID-19 vaccine for a patient.**

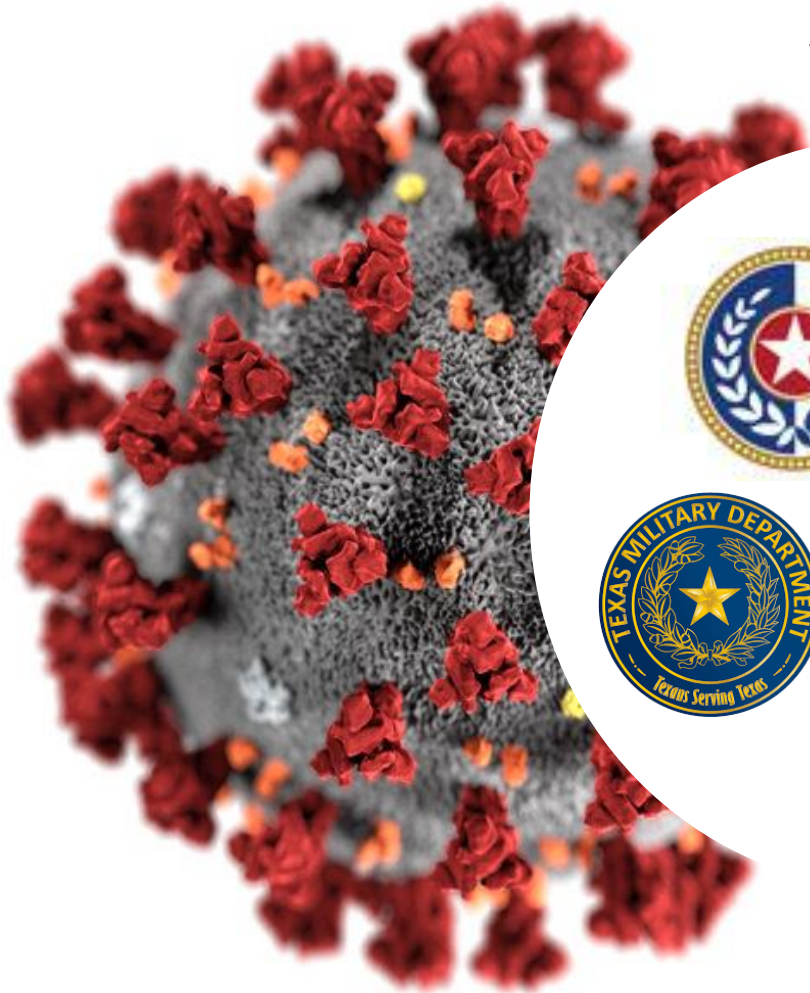


# TDEM Reporting and Live Demo



# JOINT TASK FORCE TEXAS

Texas State Operation Center (SOC)



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services



**AIR** NATIONAL  
GUARD

Presenter: Major William Hbfmann



# Overview of Presentation

1. Who We Are
2. What We Do
3. TDEM Reporting System
4. Walkthrough of Reporting
5. Purpose of Reporting
6. FAQs



TEXAS  
Health and Human  
Services



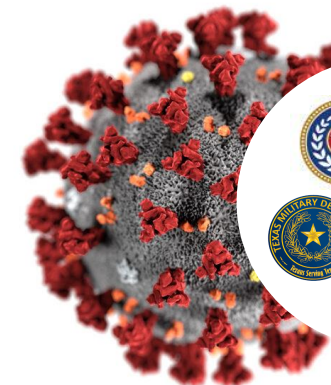
Texas Department of State  
Health Services





## 1. Who We Are

- Texas State Operations Center (Remote)
- Joint Effort of Texas Division of Emergency Management (TDEM) and Texas Military Department (TMD)
- National Guardsmen (Air Force and Army) activated to assist in time of need
- Working in conjunction with Department of State Health Services (DSHS), Texas Health and Human Service (HHS)



TEXAS  
Health and Human  
Services



Texas Department of State  
Health Services

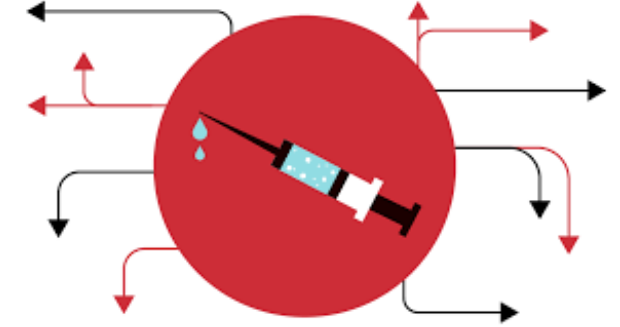


AIR NATIONAL  
GUARD



## 2. What We DO

- Collect data on vaccine administration and inventory
- Send this data to the government, state, and federal agencies
- Work to populate a near real time map for public to find available vaccines



## 2a. What we DO NOT do

- Provide new vaccine orders
- Field specific questions regarding vaccines
- Guarantee future vaccine allocations
- Provide support for VAOS and ImmTrac2
- Provide medical support or insight







## 3. TDEM Reporting System

**REPORT.TDEMTEXAS.GOV**

- ALL facilities receiving vaccines need to report
- Easy process, only a few minutes to report
- Website subject to pending changes
- Provides “real-time” data for decision makers that Immtrac2 is not capable of

### Therapeutics & Vaccine Reporting



TEXAS  
Health and Human Services  
Texas Department of State  
Health Services

Please sign in

Select Facility: \*

Select a Facility

☐ Facility Not Listed? Request To Add It

Facility Identification Number (UFID) ? \*

Sign in



# Most facilities will fall under these 3 categories

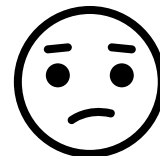
Registered in the  
portal

Have their UFD  
READY TO REPORT



Registered in the  
portal

DO NOT have UFD  
NOT REPORTING



Not registered in the  
portal

NOT REPORTING





## COVID-19 Response – TF Call Center

As of 261600JAN2021

UNCLASSIFIED//FOUO

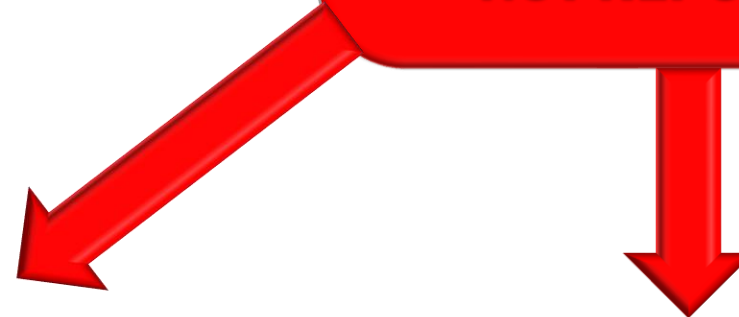


Registered in the  
portal  
Do not have UFD  
**NOT REPORTING**



Contact a representative at the TDEM helpline  
for assistance  
Email [vaccine@tdemtexas.gov](mailto:vaccine@tdemtexas.gov)  
Or call 844-908-3927

Not registered in the  
portal  
**NOT REPORTING**



☐ **Facility Not Listed? Request To Add It**





## COVID-19 Response – TF Call Center



Not registered in the  
portal  
**NOT REPORTING**

If your facility is not on  
the list, check this box  
to request approval

TDEM/DSHS Vaccine & Therapeutics x +  
report.tdem.texas.gov

### Therapeutics & Vaccine Reporting

TEXAS DIVISION OF EMERGENCY MANAGEMENT  
TEXAS Health and Human Services  
Texas Department of State Health Services

Please sign in

Select Facility: \*

Select a Facility

☐ Facility Not Listed? Request To Add It

Facility Identification Number (UFID) ? \*

Sign in

Click on the drop-down  
menu to verify your  
facility is not listed



# COVID-19 Response – TF Call Center



Enter your full facility name. Be specific enough to differentiate between facilities with similar names.

Please sign in

☒ Facility Not Listed? Request To Add It

Facility Name: \*

ImmTrac2 Provider Org ID ? \*

Facility License Number or CCN: ?

Facility Type: \*

Other

Contact Phone: \*

Contact Email: \*

Facility Address: \*

Type An Address

If you do not know these fields, please leave them blank





## COVID-19 Response – TF Call Center

As of 261600JAN2021  
UNCLASSIFIED//FOUO



When your submission is APPROVED, you will receive this email with all the info you need to start reporting

PLEASE DO NOT REPLY TO THIS EMAIL

Your request has been received by the Texas Division of Emergency Management (TDEM) COVID-19 Reporting Portal.

Approval Status:

TDEM Reporting Portal:

Facility Name:

UFID:

Phone Number:

Email:

If Approved, Login each morning using the Facility Name and UFID listed below to input your facility data. Please be sure to read each field prior to entering a value to ensure accurate data. Input a 0 in the fields that do not apply to your facility. Please verify that your information is entered correctly into the system. If you have any issues or questions, contact [vaccine@tdem.texas.gov](mailto:vaccine@tdem.texas.gov)

We greatly appreciate the cooperation of all our medical partners across the state in reacting to this crisis.

PLEASE DO NOT REPLY TO THIS EMAIL

What is shown here will determine how your facility is listed in the portal



# COVID-19 Response – TF Call Center

Registered in the portal  
Have their UFD  
**READY TO REPORT**

TDEM/DSHS Vaccine & Therapeutics Reporting

report.tdem.texas.gov

Therapeutics & Vaccine Reporting

TEXAS DIVISION OF EMERGENCY MANAGEMENT

TEXAS Health and Human Services  
Texas Department of State Health Services

Please sign in

Select Facility: \*

Select a Facility

☐ Facility Not Listed? Request To Add It

Facility Identification Number (UFID) ? \*

Sign in

Enter your UFD here (received via email upon request for approval)

Click on the drop-down menu to find your facility by name



# 4. Walkthrough of Reporting

Click on Toggle Vaccine Info  
to edit POC and other info

The screenshot shows a web browser window with the URL `report.tdem.texas.gov/services/therapeutics/form.aspx`. The page title is "Vaccine & Therapeutic Reporting". Below the title, it says "Example Facility" and provides example information: "UFID: 999 TYPE: Other CITY: Austin COUNTY: Travis ZIP: 78799 POC PHONE:". There are two blue buttons: "Toggle Vaccine Info" and "Toggle Previous Submissions". Below these is a section titled "Submit Therapeutics OR Vaccines:" with two buttons: "Therapeutics Report" (yellow) and "Vaccine Report" (red). Blue arrows point from the callout boxes to these buttons.

Click on Toggle Previous  
Submissions to view earlier  
reports

Select the appropriate report type.  
You do not need to submit reports  
for products you have not received



report # of  
vaccines



## TDEM Portal Live Demo



## COVID-19 Response – TF Call Center

TDEM&Immtrac2 systems ARE NOT the same and have different purposes; a report is required to be submitted to both sites



**TDEM**  
THE TEXAS A&M UNIVERSITY SYSTEM

### Therapeutics & Vaccine Reporting



Please sign in

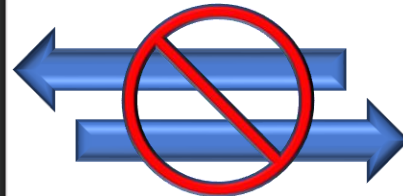
Select Facility: \*

Select a Facility

☐ Facility Not Listed? Request To Add It

Facility Identification Number (UFID) ? \*

Sign in



**ImmTrac2**  
Texas Immunization Registry

ImmTrac2, the Texas Immunization Registry

immtrac2.dshs.texas.gov/TXPRD/portallInfoManager.do

TEXAS Health and Human Services | Texas Department of State Health Services

**ImmTrac2**  
Texas Immunization Registry

HOME FORMS REGISTRATION USER TRAINING

**Hot Topics** [HT-1](#) [HT-2](#) [HT-3](#) [HT-4](#) [HT-5](#) [HT-6](#) [HT-7](#)

**ImmTrac2 Support During COVID-19 Response** Posted on 03/17/2020

Due to the COVID-19 response efforts, ImmTrac2 customer support is limited.

Please email [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov) for general ImmTrac2 application support.

Data exchange submitters should email [ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@dshs.texas.gov)

ImmTrac2 application and data exchange users working from home are advised and reminded to follow all HIPAA guidelines and Texas Privacy laws to protect client (PII) and immunization data (PHI).

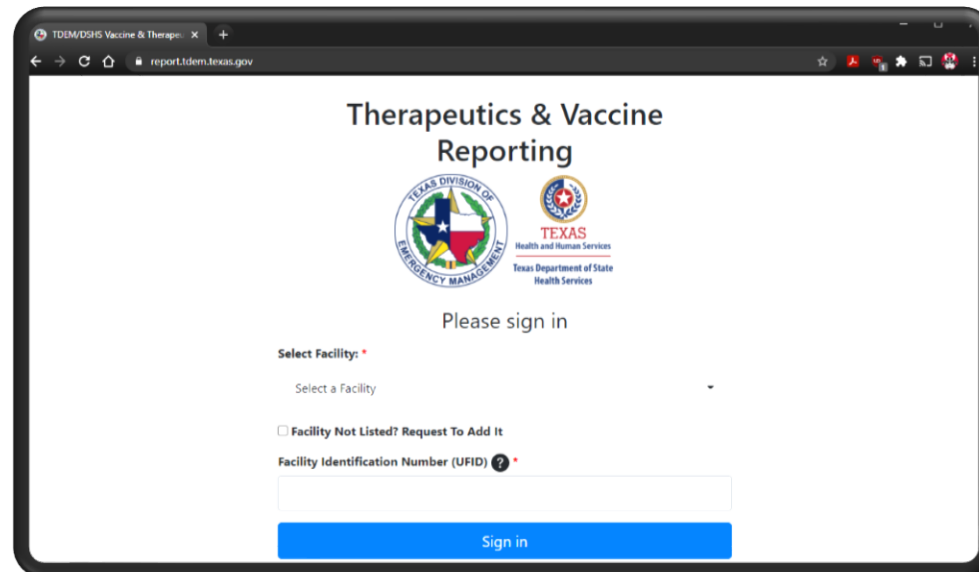
[ImmTrac2 Quick Guide - Change Password](#)  
[Immunization Unit - Home Page](#)  
[Vaccine Adverse Event Reporting System \(VAERS\)](#)

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## 5. Purpose of Reporting

- Accurate reporting helps Texans serving Texas
- Populate TDEM Vaccine Availability Map
- Make decisions on distribution of future vaccine allocations



TDEM/DSHS Vaccine & Therapeutics Reporting

report.tdem.texas.gov

Therapeutics & Vaccine Reporting

Please sign in

Select Facility: \*

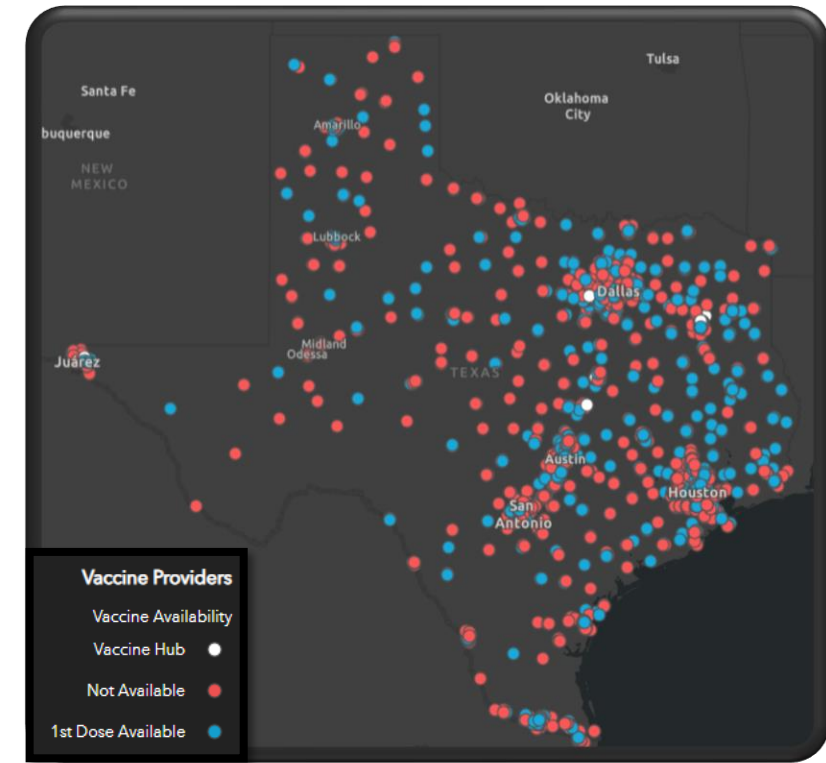
Select a Facility

☐ Facility Not Listed? Request To Add It

Facility Identification Number (UFID) \*

Sign in

Texas COVID-19 Vaccine Availability





## 6. Frequently Asked Questions

Q Do providers need to report in TDEM each day, even if no vaccines were given?

A Daily reporting is required for facilities that have received shipments of vaccines.

Q Do ImmTrac2 and TDEM portals talk to each other?

A Portions of ImmTrac2 information is transferred manually to TDEM, and both systems are used for verifying numbers of immunizations reported.

Q If vaccine administration is reported in TDEM but not ImmTrac2, will allocation approvals be impacted?

A No, however, facilities are required to report in both systems.



## 6. Frequently Asked Questions

Q I've reported to TDEM every day, so why am I getting a call saying that I haven't been?

A Multiple scenarios could explain this situation. Best to call TDEM Call Center to verify your UFI and Facility name and ensure accuracy of your account.

Q My facility is receiving vaccines for its staff only, how do I go about getting it removed from the public-facing map?

A Contact the TDEM helpline with your request.

Q The numbers under "previous submissions" on the reporting portal are incorrect, how do I go about getting them corrected?

A Contact the TDEM helpline with your request.



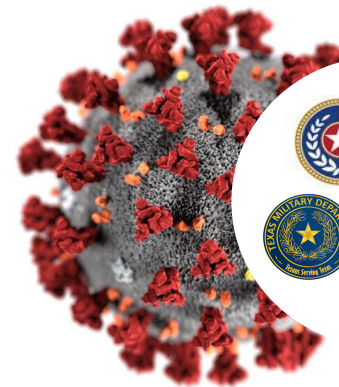
# Any Questions, Comments, Concerns?



Email: [vaccine@tdemtexas.gov](mailto:vaccine@tdemtexas.gov)



Phone: 844-908-3927



TEXAS  
Health and Human  
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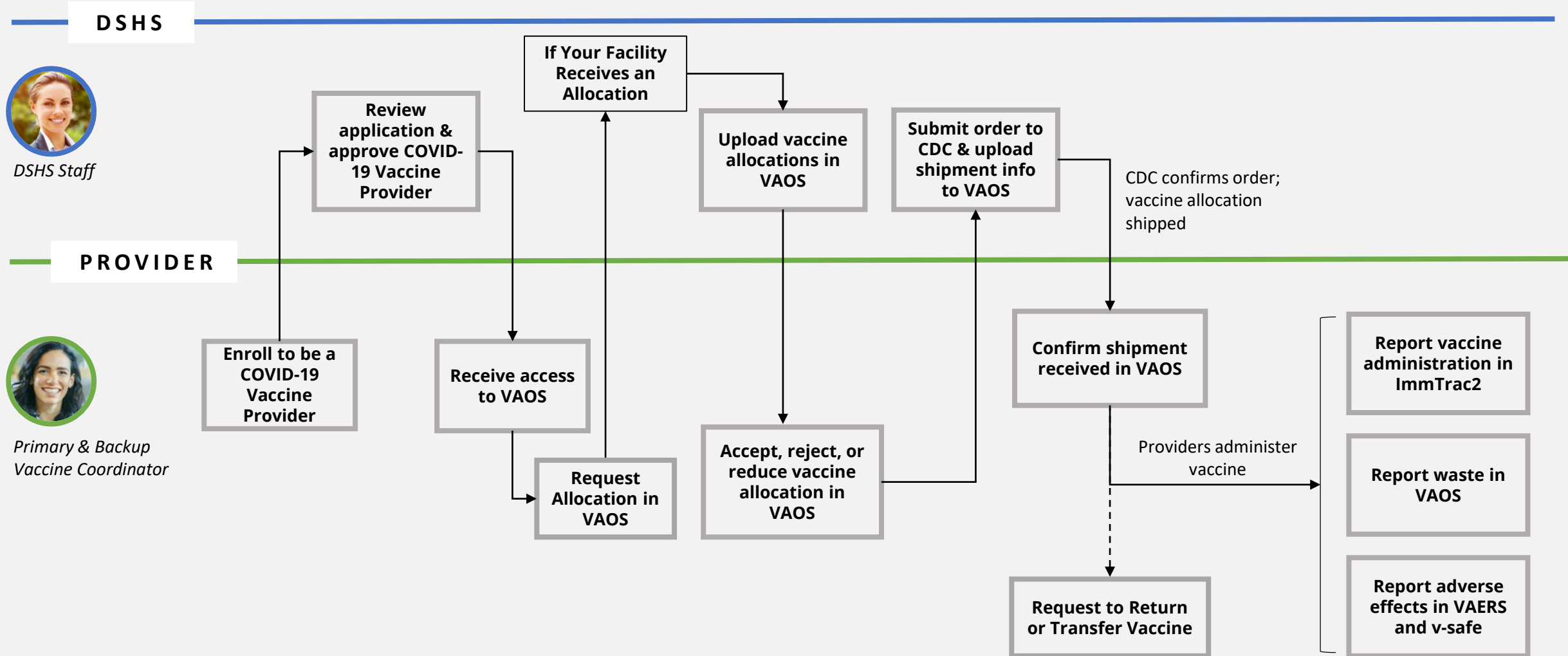
Texas Department of State  
Health Services



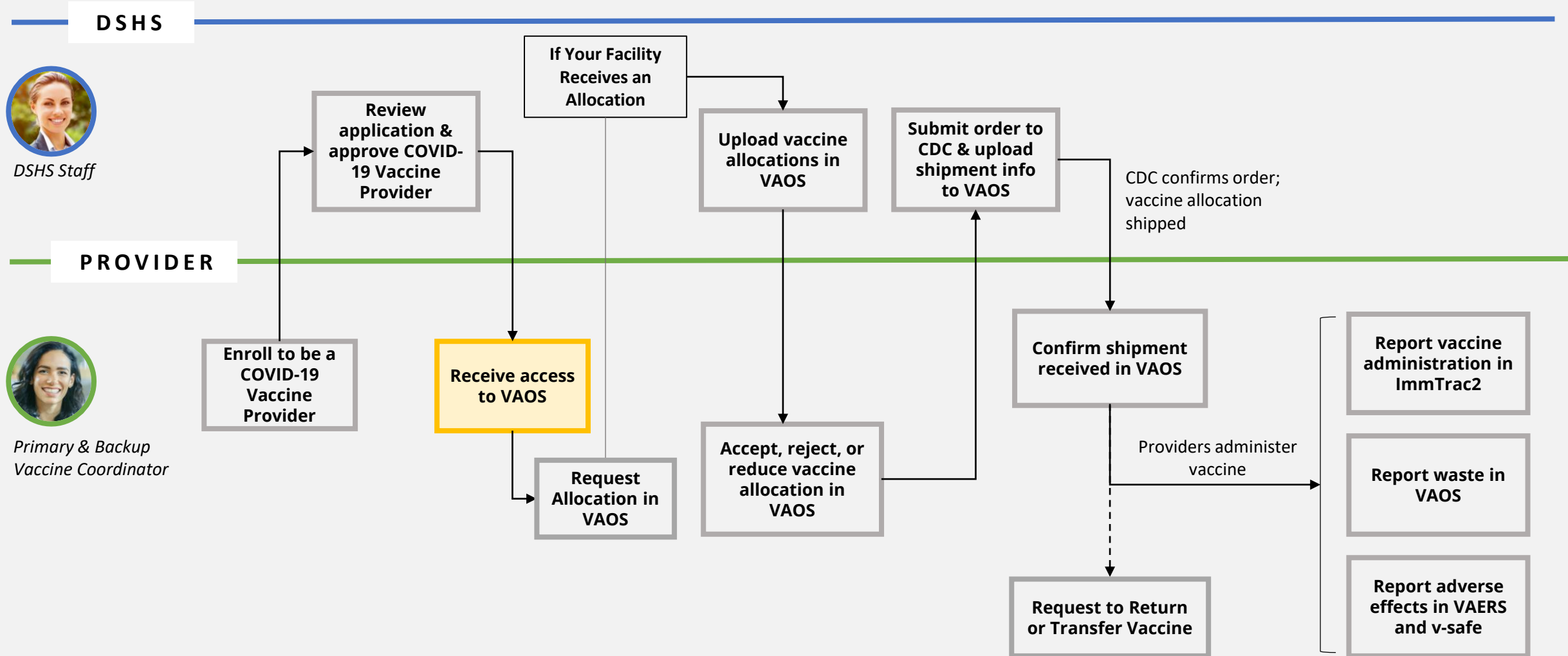
NATIONAL  
AIR GUARD

# VAOS Reminders & FAQs

# COVID-19 Vaccine Provider Milestones



# COVID-19 Vaccine Provider Milestones



# Receive Access to VAOS

## Did you know...?

Only **2 people per facility** receive access to VAOS– the **primary & backup vaccine coordinators**.



Primary Vaccine Coordinator



Backup Vaccine Coordinator

You provided information for the primary & backup vaccine coordinator during the enrollment process.

The screenshot shows the 'PANDEMIC PROVIDER ENROLLMENT' form. The 'Pandemic Vaccine Coordinators' section is highlighted with a red box. It contains two sub-sections: 'Primary Vaccine Coordinator' and 'Backup Vaccine Coordinator'. Each sub-section has fields for \*Last Name, \*First Name, MI, \*Telephone, \*Email, and Degree/Credentials. The 'Save & Continue' and 'Save & Exit' buttons are visible at the bottom right of the form.

## Did you know...?

You can **change who has access** to VAOS for your facility.



NEW Primary Vaccine Coordinator



NEW Backup Vaccine Coordinator

If you would like to designate a different person to have access to VAOS for your facility contact the **DSHS COVID-19 Vaccine Provider Help Desk** at:

(877) 835-7750, 8 a.m. to 5 p.m., Monday-Friday

[COVID19VacEnroll@dshs.Texas.gov](mailto:COVID19VacEnroll@dshs.Texas.gov)



# Receive Access to VAOS

## Did you know...?

Providers access VAOS via the **HHS Enterprise Portal**.

To access VAOS, Providers should sign in at

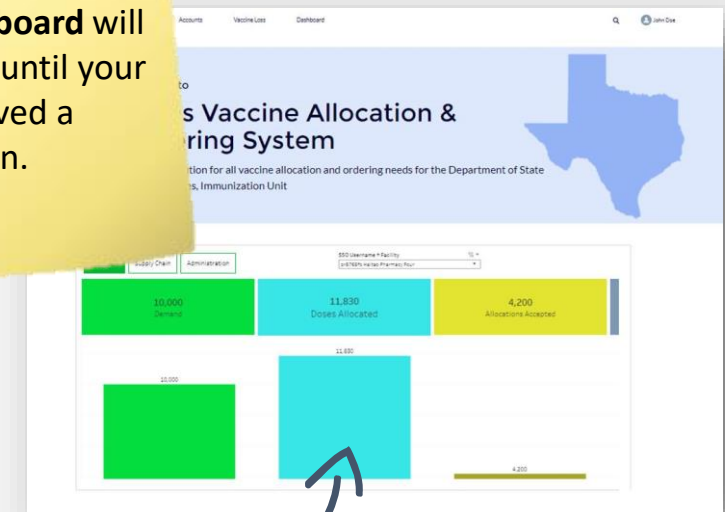
<https://texasvaccines.dshs.Texas.gov>.

This site may direct you to the HHS Enterprise Portal (below). Use your VAOS credentials to sign in here.



## Did you know...?

Your **VAOS dashboard** will not display data until your facility has received a vaccine allocation.



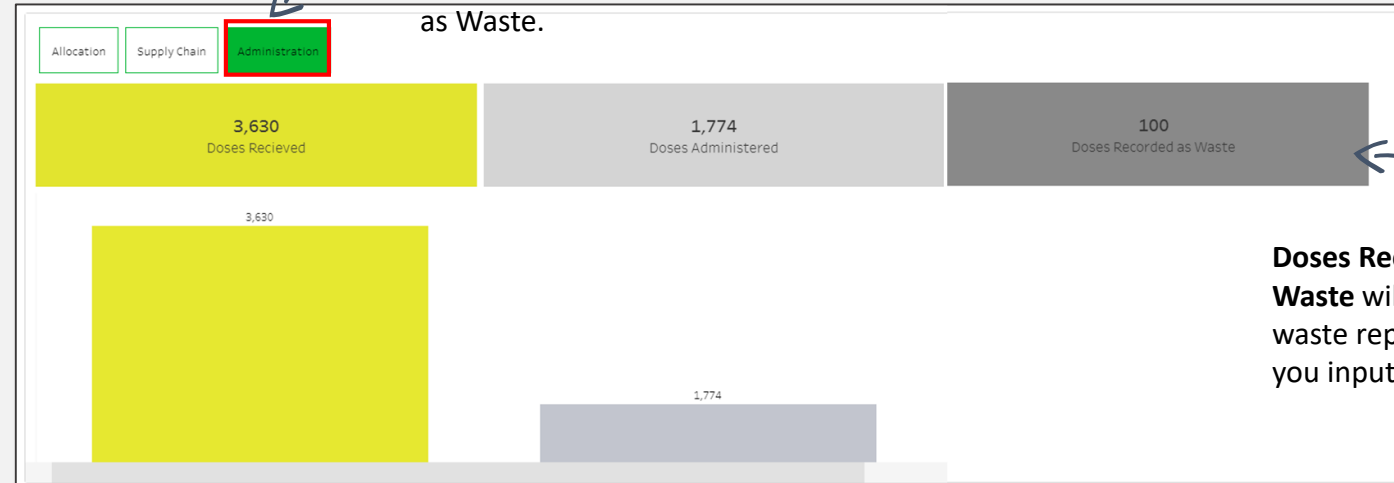
If your dashboard looks empty– don't panic!  
Your VAOS dashboard **will not display data until your facility has received a vaccine allocation.**

# Receive Access to VAOS

## Did you know...?

COVID-19 Vaccine Providers may experience a **delay of up to three days** (or longer, based on how you report) between when they report vaccine administration in ImmTrac2 and when that information is reflected on the VAOS dashboard.

On the **Administration** tab, you can view Doses Received, Doses Administered, and Doses Recorded as Waste.



Doses Recorded as Waste will reflect the waste reports that you input into VAOS.



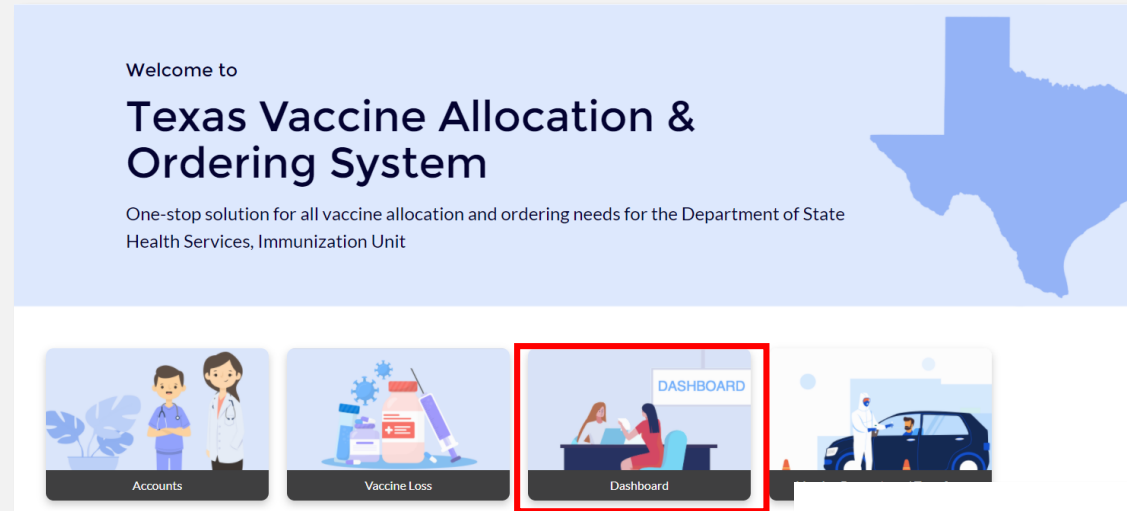
Quantity on Hand is based on Doses Received and Doses Administered.

This delay may affect the data you see for ***Doses Administered*** and ***Quantity on Hand***.

# Receive Access to VAOS: VAOS Provider Dashboard

## Did you know...?

You can view dashboards from multiple facilities on the "Allocations" dashboard.



If you are the primary or backup vaccine coordinator for multiple facilities, you can toggle between dashboards on the "SSO Username + Facility" dropdown menu.

SSO Username + Facility

00278473 AutomationRKXLV AKYZO



(All)

00278473 AutomationRKXLV AKYZO

00540727 AutomationDBFWP BPAZO

00649640 AutomationWHVRT WONUT

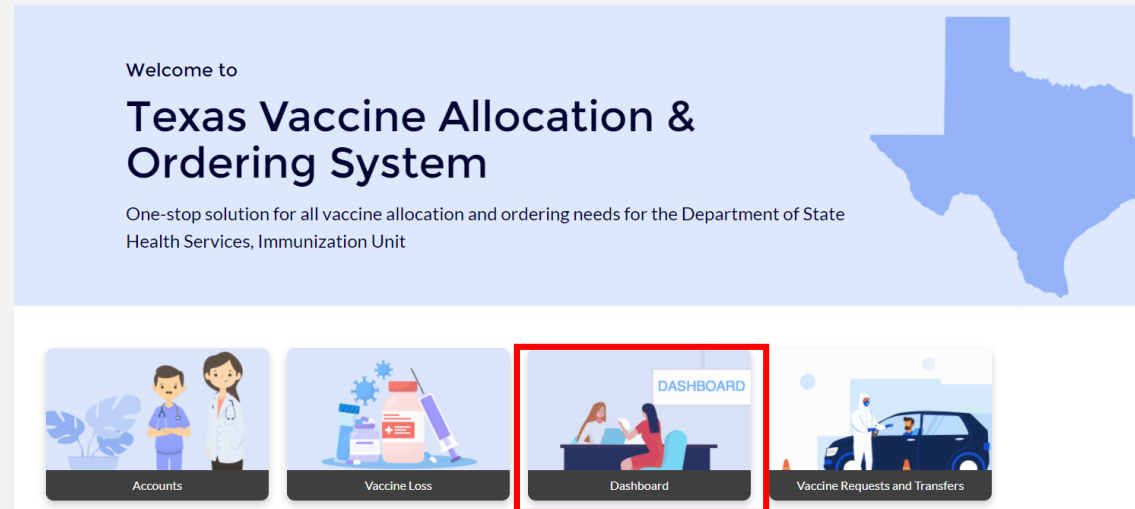
01153138 2020jkim test

01955238 Virginia 123

# Receive Access to VAOS: VAOS Provider Dashboard

## Did you know...?

The data in the **Provider Dashboard** refreshes **nightly**, so you may not see updated data, such as allocations received until the next day.



**300**

Doses Allocated



*Nightly refresh*

**600**

Doses Allocated

# Receive Access to VAOS: VAOS Provider Dashboard

## Did you know...?

If you're logging into the Provider Dashboard, you must log out of any other Tableau accounts before inputting your login information.

You will receive the “Resource not found” error if you try to log into your Provider Dashboard without **first signing out of other Tableau accounts**.



Sign in to Tableau Server

The screenshot shows the Texas Vaccine Allocation & Ordering System (VAOS) Provider Dashboard. The header includes the Texas Department of State Health Services logo and navigation links: Home, Accounts, Vaccine Loss, Dashboard, and Vaccine Requests and Transfers. A search icon and the user name "alexandria.wagner" are also visible. The main content area has a light blue background with a map of Texas on the right. The text reads: "Welcome to Texas Vaccine Allocation & Ordering System. One-stop solution for all vaccine allocation and ordering needs for the Department of State Health Services, Immunization Unit." Below this, a white box contains the error message: "Resource not found. Please check the URL and try again." A yellow arrow points from the text in the bottom left to this error box.

# Receive Access to VAOS

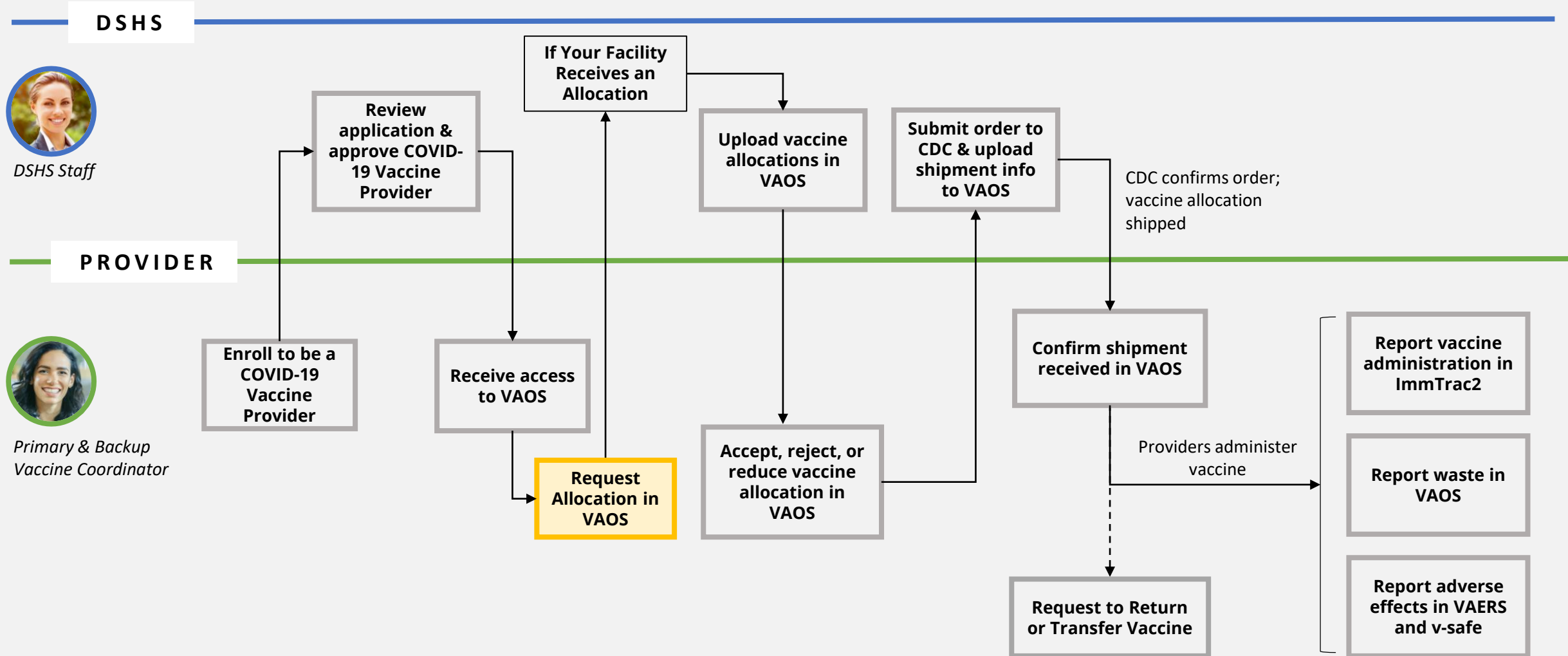
## Did you know...?

You should **login to ImmTrac2 ASAP** after receiving VAOS access. If you don't, you will lose your VAOS and ImmTrac2 access in 120 days.

- **You MUST login to ImmTrac2 to avoid being disassociated by the system for inactivity.**
- If ImmTrac2 users do not login in immediately or have gone 365 days since your last login, ***you will not be able to login to ImmTrac2 or VAOS.***
- Log into ImmTrac2 [here](#).
- For information about logging into ImmTrac2, email: [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov)

The screenshot shows the ImmTrac2 login interface. On the left is a blue sidebar with the 'Production' label and a login form containing fields for 'Org Code', 'Username', and 'Password', along with a 'Login' button. Below the form is a warning: 'DO NOT ATTEMPT TO LOG ON UNLESS YOU ARE AN AUTHORIZED USER.' At the bottom of the sidebar are links for 'Forgot Username?' and 'Forgot Password?'. The main content area has a header with the Texas Department of State Health Services logo and the 'ImmTrac2 Texas Immunization Registry' title. A navigation bar includes links for HOME, FORMS, REGISTRATION, USER TRAINING, and a lightbulb icon. Below this is a 'Hot Topics' section with links HT-1 through HT-7. The first topic is 'ImmTrac2 Support During COVID-19 Response', dated 03/17/2020, with text explaining limited customer support and providing email addresses for general support and data exchange. At the bottom of the main area are links for 'ImmTrac2 Quick Guide - Change Password', 'Immunization Unit - Home Page', and 'Vaccine Adverse Event Reporting System (VAERS)'. A footer at the very bottom states 'Copyright © 1999 - 2020 State of Wisconsin. All rights reserved.'

# COVID-19 Vaccine Provider Milestones

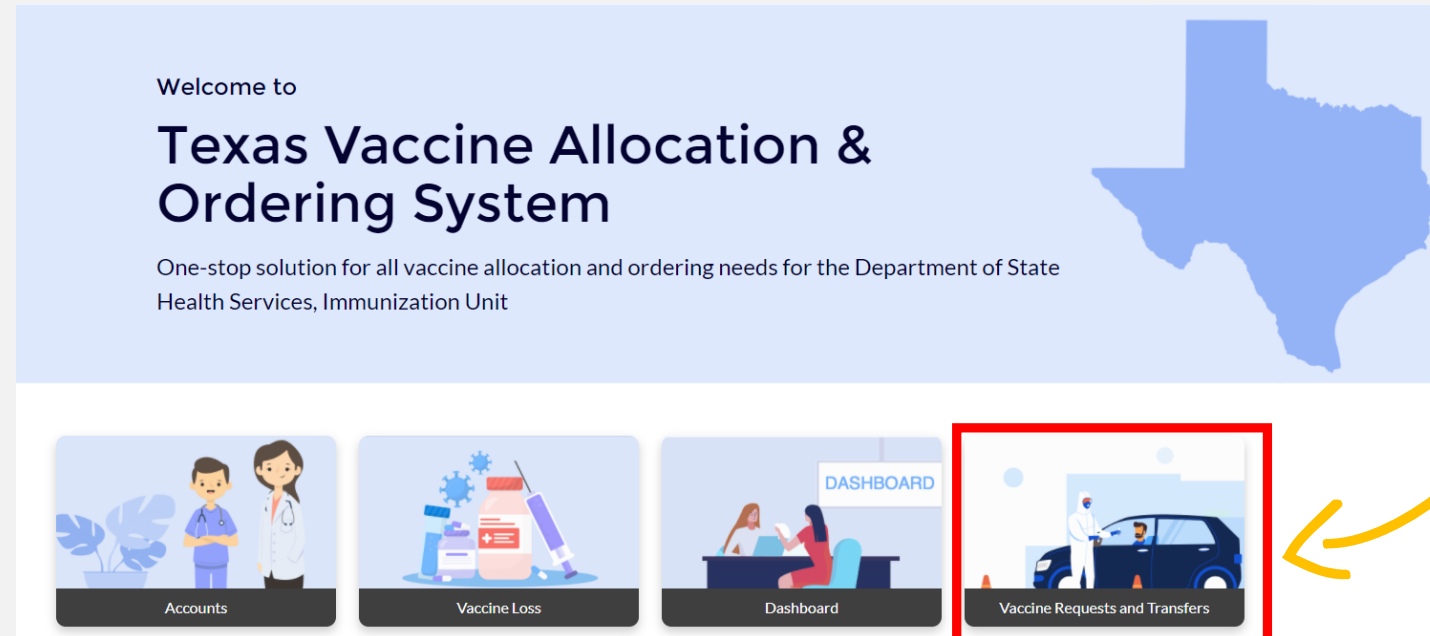


# Request Allocations in VAOS

## Did you know...?

Submitted allocation requests inform allocation decisions, but **do not guarantee** that you will receive an allocation for your requested doses.

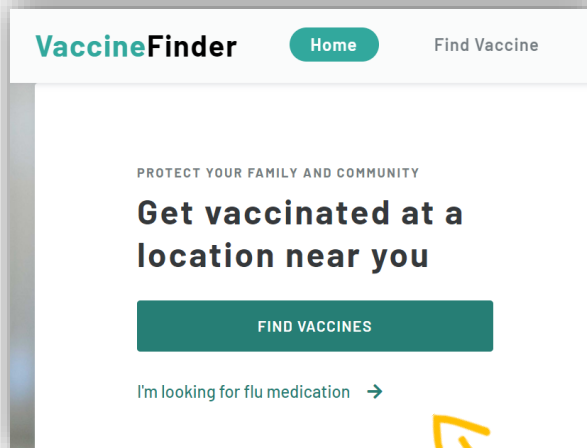
When you submit an allocation request in the VAOS “Vaccine Requests and Transfers” portal, **your allocation request may not be guaranteed** based on limited supply of the vaccines.



*Submit  
allocation  
requests here!*



# Request Allocations in VAOS



*CDC Vaccine Finder*

The screenshot shows a 'Service Request' form in VAOS. The form is titled 'Service Request SR-0034'. It has a section for 'Information' with a warning that the request is not guaranteed. Below this is a 'First Dose Allocation' section. The form includes fields for 'Facility' (TX Test), 'Post my info in the CDC Vaccine Finder' (checkbox), 'I want to receive ancillary supplies' (checkbox, checked), 'Presentation' (Moderna), 'If Pfizer, do you need dry ice?' (checkbox), 'Number of doses requested' (200), and 'Who do you plan to vaccinate?' (Available: Military, Other Population, Healthcare Workers, Infrastructure / Essential Wor...; Chosen: 65+, High Risk for COVID, Longterm Care). There are 'Cancel' and 'Save' buttons at the bottom.

## Did you know...

When requesting allocations, providers can indicate whether they want the CDC to direct the public to their facility as a COVID-19 Vaccine Provider.

## Did you know...




When submitting an allocation request, providers can opt-in to receive ancillary supplies.

# Requesting Allocations in VAOS

## Did you know...

Providers should only request allocations for a quantity of doses that can be administered to their patient population in a **one-week period**.

Providers should request allocations **weekly by Thursday at 5PM CT** for allocations that can be administered in a **one-week** period.



Monday	Tuesday	Wednesday	Thursday	Friday
Day 1  Submit allocation requests in VAOS	Day 2	Day 3	Day 4  Deadline to submit <b>weekly</b> request 	Day 5
Day 8	Day 9	Day 10	Day 11 <i>Providers receive allocation notification.</i>	Day 12 Hub site orders delivered 
Day 15 Other Provider orders delivered 	Day 16	Day 17	Day 18 <i>Providers receive shipment notifications</i> 	Day 19

Now that Providers are requesting allocations, they **do not need to accept allocations** in VAOS.

Providers should **receive an email notification of their allocation the Thursday/ Friday** after they submit their allocation request.

# Request Allocations in VAOS

Providers should request Pfizer vaccine second dose allocations by Thursday 5pm **the week after** receiving their shipment of first doses and should request Moderna second dose allocations by Thursday 5pm **two weeks after** receiving their shipment of first doses.

Monday	Tuesday	Wednesday	Thursday	Friday
<b>First Dose</b> shipment received ( <i>Pfizer or Moderna</i> ) 	Begin administering <b>First Doses</b> ( <i>Pfizer or Moderna</i> )			
Submit allocation request for <b>Pfizer Second Dose</b> by Thursday 5 PM				
Submit allocation request for <b>Moderna Second Dose</b> by Thursday 5 PM				
<b>Second Dose of Pfizer</b> shipment received 	<b>Pfizer Second Dose</b> administration ( <i>Day 21</i> )			
<b>Second Dose of Moderna</b> shipment received 	<b>Moderna Second Dose</b> administration ( <i>Day 28</i> )			

## Did you know...

Beginning the week of 1/18, **Providers must request second dose allocations** in VAOS.

Providers should submit **separate allocation requests** for first and second dose allocations.

# Request Allocations in VAOS

Did you know...?

You can request allocations of the **Pfizer vaccine in 1170 dose** allocations

Did you know...?

You can request allocations of the **Moderna vaccine in 100 dose** allocations



When you submit allocation requests in VAOS, you can submit requests for **dose allocations in dosage increments** based on the vaccine presentation you request.

Remember you should only request allocations for the number of doses you can use for your patient population in a **one-week period**.

# Request Allocations in VAOS

## Did you know...?

Only the individual who submitted the initial request for an allocation can view the service request.



Service Requests

Recently Viewed ▼

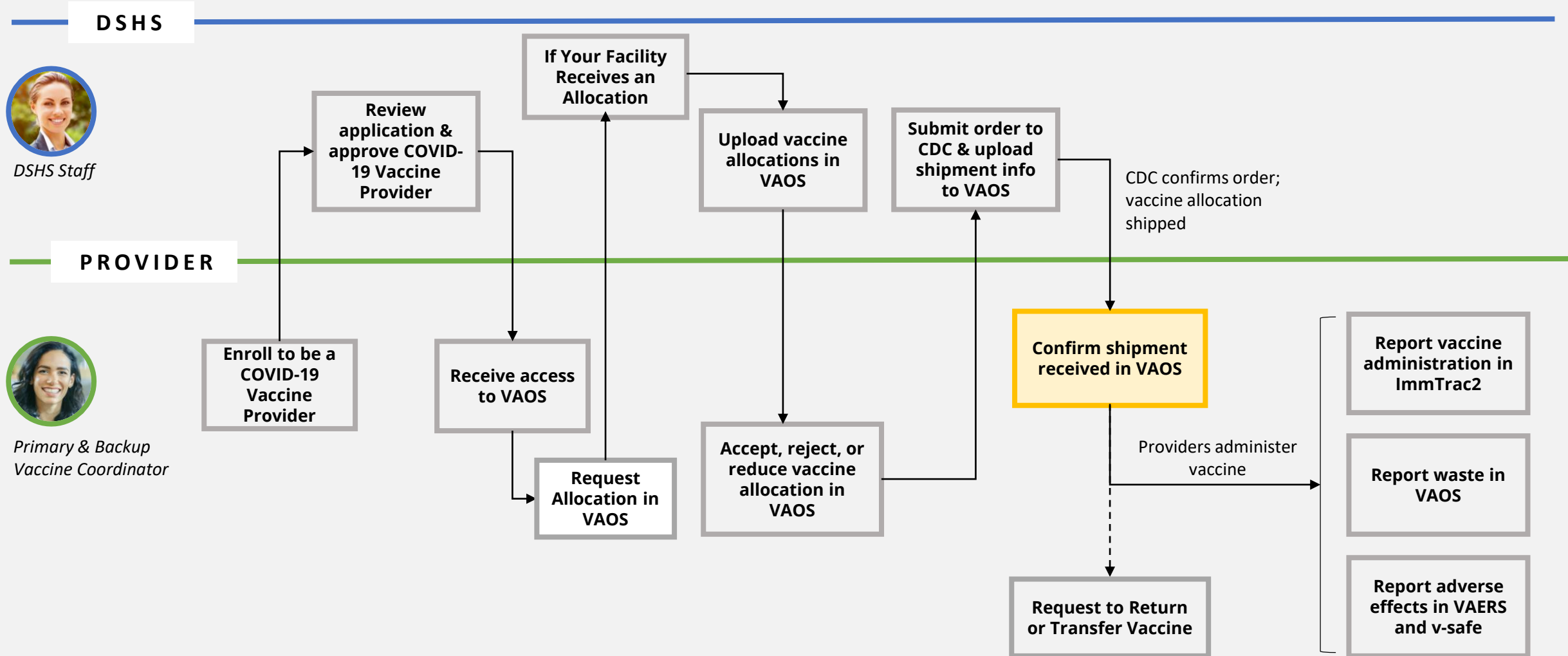
3 items

	Service Request Name
1	<a href="#">SR-0034</a>
2	<a href="#">SR-0038</a>
3	<a href="#">SR-0044</a>



If the primary contact for a facility inputs a service request, the secondary contact at the facility cannot see it. Coordinate with your team to determine the contact inputting allocation requests.

# COVID-19 Vaccine Provider Milestones



# Confirm Shipment in VAOS

## Did you know...?

Primary & backup vaccine coordinators will receive an **email notification when a vaccine allocation ships.**

After your allocation request has been approved, you will receive an **email confirming the shipment of your vaccine doses.** When your vaccine allocation ships, primary & backup vaccine coordinators will receive an email notification from [noreply@salesforce.com](mailto:noreply@salesforce.com).

Remember to **continue monitoring your mailbox and Spam folder** for the shipment notification and additional allocation notification emails.

Hello Provider,

Based on your vaccine allocation, a shipment of Pfizer 1 has been sent to your facility. Once you receive this shipment, it is very important that you go into the Texas Vaccine Allocation and Ordering System as soon as possible to confirm receipt and record any issues with your shipment. Please review the details on your shipment and instructions on the shipment process below.

Carrier: Fedex

Tracking number: FD1434254523423

Date Shipped: 11/20/2020

# Confirm Shipment in VAOS

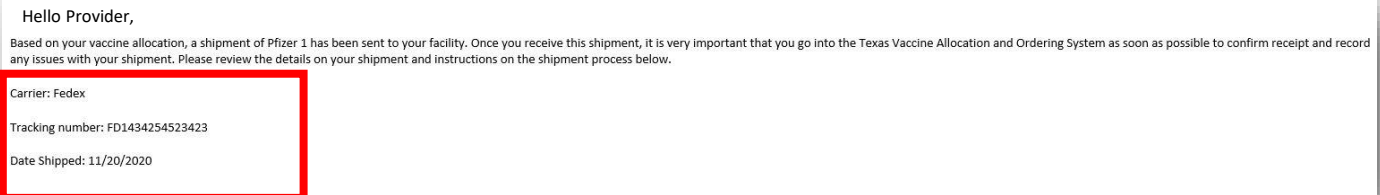
Did you know...?

When a vaccine allocation ships, you will have access to **shipment tracking information**.

Shipment information, including the shipment tracking number, will be available in two places:

1

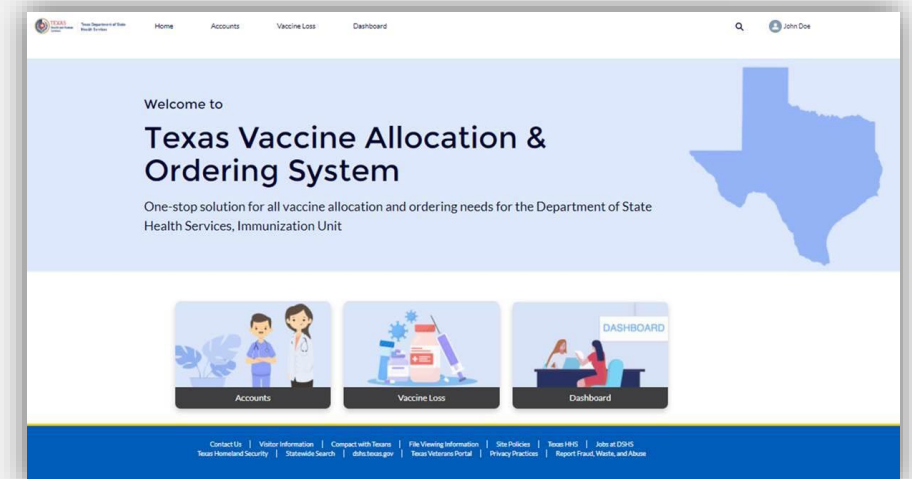
In the notification email sent to the primary & backup vaccine coordinators



2

In VAOS, shipment information is displayed on the *Shipment Details* page.

For instructions to find this tracking information, refer to the [COVID-19 VAOS – How to View Vaccine Shipment Tracking Info](#)





# Confirm Shipment in VAOS

## Did you know...?

You can find out whether an allocation is for **First Doses** or **Second Doses** in VAOS and from the allocation notification email.

Providers can locate whether an allocation is a first dose or second dose in the notification email or in their VAOS allocations dashboard

Dear Primary Four,

You have a **Second Dose** allocation of Pfizer 1 available to accept in the Texas Vaccine Allocation and Ordering System (VAOS) for Long Term Care Population at Haitao Pharmacy Four. This may only be part of your order for the season; if so, the remainder will be allocated as it becomes available. Please review the detailed instructions on the ordering process below.

It is very important that you go into VAOS (<https://texasvaccines.dshs.texas.gov>) as soon as possible once receiving this notification. We request that the listed amounts of COVID-19 Test vaccine that have been allocated be accepted – please do not decrease your weekly allocation unless storage capacity at your facility is an issue.

Vaccine Allocation

✓ Acknowledged Sent to VTrackS Shipped Received Reject

Allocation Number		Status	Acknowledged
Allocation Group	Moderna Week 2 1/4 Dose 2	Intimated Staff	
Event	COVID-19	Intimated Staff's Email	
Pre-booking Request		Intimated Staff's Email 2	
Vaccine	Moderna COVID-19 Vaccine	Facility Primary Contact Name	
Vaccine Name	Moderna COVID-19 Vaccine	Due Date	
NDC		Total Amount Requested	700
Facility		Formula Allocation Amount	700
Facility PIN		Total Amount Allocated	700
Fund Type		Total Amount Accepted	700
State PO Reference		Request Date	1/4/2021
Target Population	Healthcare Worker	Priority Indicator	
Pre-booking Request Line Item		Priority Reason	
Is Deleted	<input type="checkbox"/>	Version	1
Date Shipped		Intention	ADU
Immtrac Org Id		Community Facility	
Allocation Dose	Second Dose		
Created By	DSSH VaccineFeed, 1/4/2021, 4:12 PM	Last Modified By	

# Confirm Shipment in VAOS

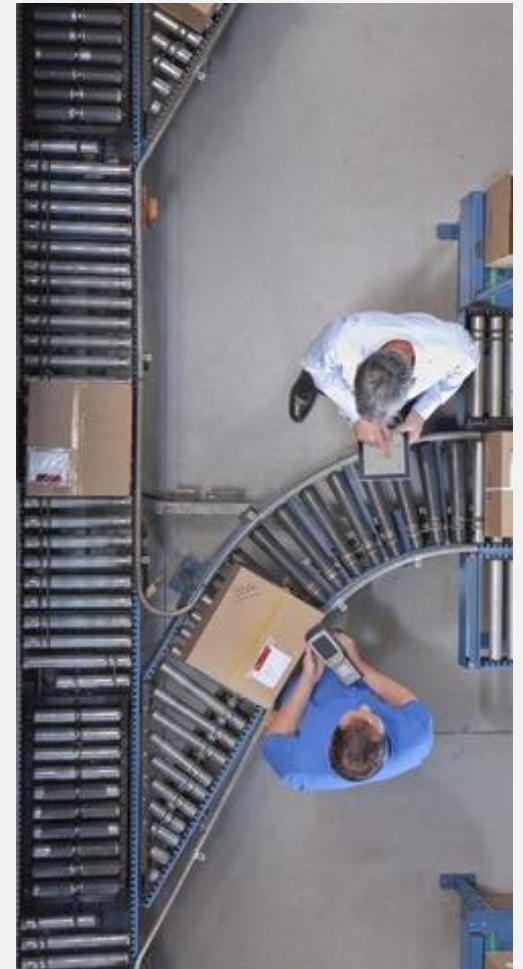
## Did you know...?

When McKesson ships a vaccine allocation, they will send a notification email.

**McKesson will send advance notification emails** about the vaccine shipment, including the specific vaccine and quantity ordered, as well as the tracking number.

McKesson will send separate emails for each vaccine cooler (box) in the shipment, because each cooler (box) has its own unique tracking number.

These email notifications will come from [CDCCustomerService@McKesson.com](mailto:CDCCustomerService@McKesson.com). **Make sure to list this address as a safe address so that these notifications do not go to a Spam folder.**



# Confirm Shipment in VAOS

## Did you know...?

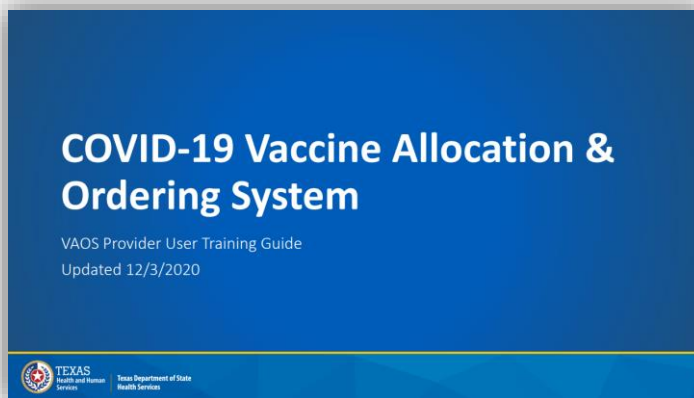
When you receive a shipment, **you must enter that you received a vaccine shipment in VAOS**

You'll need...

- **Who** received the vaccines
- **When** the vaccines were received
- **How many** vaccines received

After inspecting, you'll need to enter...

- How many vaccines **passed** inspection
- How many vaccines **failed** inspection
- **Reason** for any failure



*COVID-19 VAOS Provider Training Guide*

You can find instructions for completing this process on the [DSHS COVID-19 Vaccine Management Resources website](#).



*Confirming Shipments in VAOS instructional video*

# Confirm Shipment in VAOS

## Did you know...?

If you do not confirm receipt of shipment within 24 hours, **you will receive a reminder email.**

Dear Provider,

A shipment of 10 Moderna doses sent to Test Facility yesterday 1/26. If you have received your shipment, please go into the Texas Vaccine Allocation and Ordering System (VAOS) at <https://texasvaccines.dshs.texas.gov> **as soon as possible to confirm receipt of your shipment.**

If you have not yet received your shipment, please email [COVID19VacShipments@dshs.texas.gov](mailto:COVID19VacShipments@dshs.texas.gov) as soon as possible to inform them that your shipment has not arrived.

### Next Steps to Confirm Receipt

- Login to VAOS to view details of the shipments, which can be found on your Account page under "Vaccine Shipments"
- If you have received your shipment, your Primary or Backup Vaccine Coordinators must login to VAOS to **confirm receipt of the shipment**
  - Please see the following resources on confirming shipments:
    - [VAOS Provider Training Guide](#)
    - [Confirming Shipments video](#)
- **Begin vaccinations as soon as possible** after your facility receives your shipment of COVID-19 vaccines
- **Report doses administered to ImmTrac2 and doses wasted to VAOS within 24 hours**

You can find additional information about VAOS and how to use it on the [COVID-19 Vaccine Management Resources](#) site.

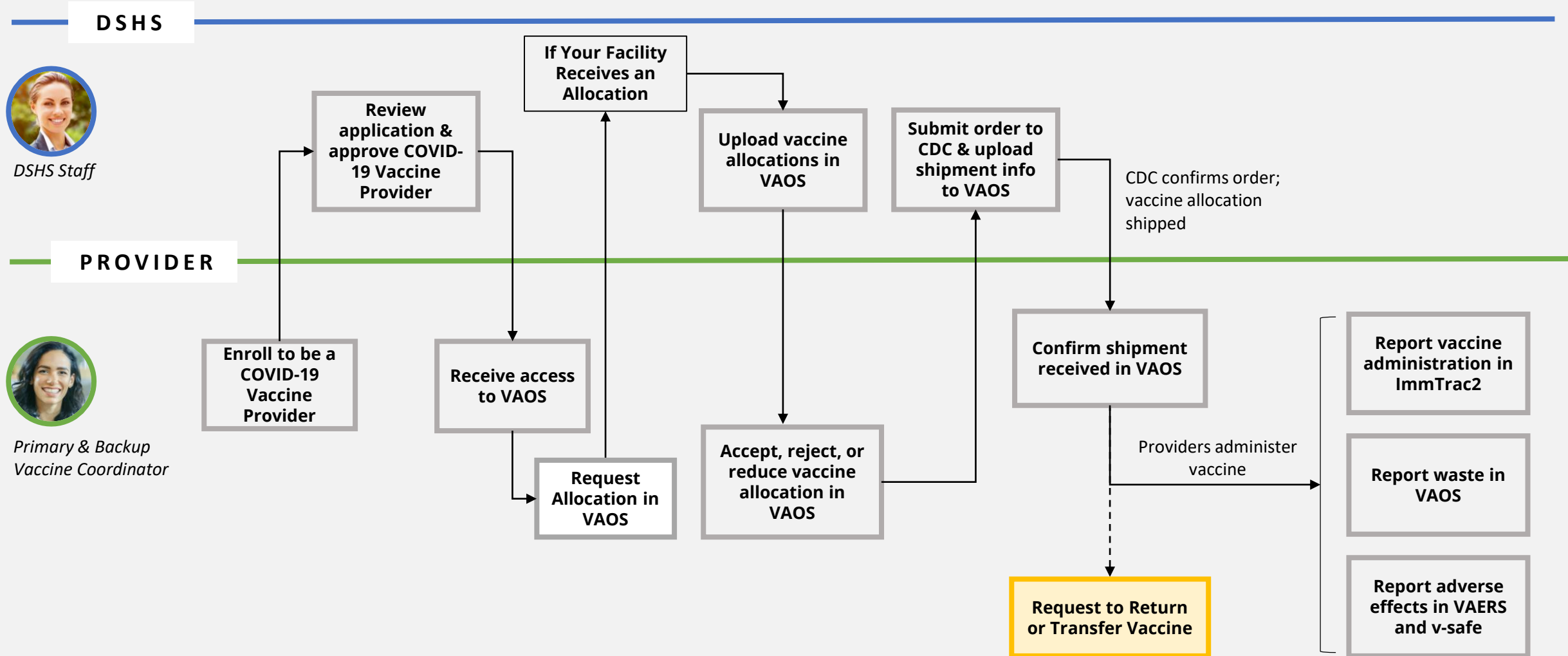
For questions about COVID-19 orders or the Vaccine Ordering and Management system, please contact [COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov).

Thank you.



If you receive a reminder email, but have not received a shipment, please email [COVID19VacShipments@dshs.texas.gov](mailto:COVID19VacShipments@dshs.texas.gov) as soon as possible to inform them that your shipment has not arrived.

# COVID-19 Vaccine Provider Milestones



# Request to Transfer Vaccine

## Did you know...

Vaccines can only be transferred to an **approved COVID-19 vaccine provider**.

Account Name	Haitao Pharmacy Four	Facility Status	Y
Parent Account		Account Record Type	Vaccine Ordering
Indicator	N	IIS PIN	1234567890
Source Type	Manually Entered	Original Certification Date (VFC)	10/28/2020
Provider PIN	300017	Renewal Certification Date (VFC)	10/28/2020
Immtrac OrganizationID	7436305	Site Registration Date	10/28/2020
OrgIntent	N/A	Site Agreement Date	10/28/2020

## Did you know...

You can find your **organization's PIN** in VAOS on the **Account Details** page.

You'll need your Provider PIN to request a transfer, as well as the PIN of the Receiving Provider. Approved COVID-19 Providers will all have Provider PIN's.

# Request to Transfer Vaccines in VAOS

## Did you know...?

Only the individual who submitted the initial request for a transfer can view the service request.



Service Requests

Recently Viewed ▼

3 items

	Service Request Name
1	<a href="#">SR-0034</a>
2	<a href="#">SR-0038</a>
3	<a href="#">SR-0044</a>



If the primary contact for a facility inputs a service request, the secondary contact at the facility cannot see it. Coordinate with your team to determine the contact inputting transfers.



# Request to Transfer Vaccine

## Did you know...?

Providers will need to upload and submit a completed and signed CDC Redistribution form for each transfer request.

For each request to transfer, Providers should complete and have the appropriate personnel sign the **CDC Supplemental COVID-19 Vaccine Redistribution Agreement**.

When you initiate a Transfer Request in VAOS, you will be able to **download the CDC Redistribution Agreement**.

Before your request can be reviewed, you will need to **upload the completed and signed form in VAOS** for DSHS to review.

## CDC Supplemental COVID-19 Vaccine Redistribution Agreement



The Centers for Disease Control and Prevention (CDC) plans to ship a minimum order size of COVID-19 vaccine, constituent products, and ancillary supplies at no cost directly to enrolled COVID-19 vaccination providers throughout the United States. The federally contracted vaccine distributor uses validated shipping procedures to maintain vaccine cold chain and minimize the likelihood of vaccine loss or damage during shipment. There may be circumstances where COVID-19 vaccine needs to be redistributed beyond the identified primary CDC ship-to sites (i.e., for orders smaller than the minimum order size or for large organizations whose vaccine is shipped to a central depot and requires redistribution to additional clinic locations). In these instances, vaccination provider organizations/facilities, third-party vendors, and other vaccination providers may be allowed to redistribute vaccine, if approved by the jurisdiction's immunization program and if validated cold-chain procedures are in place in accordance with the manufacturer's instructions and CDC's guidance on COVID-19 vaccine storage and handling. There must be a signed CDC COVID-19 Vaccine Redistribution Agreement for the facility/organization conducting redistribution and a fully completed CDC COVID-19 Vaccination Provider Profile Information form (Section B of the CDC COVID-19 Vaccination Program Provider Agreement) for each receiving vaccination location.

The parties to this agreement are CDC and healthcare organizations, third-party vendors, and vaccination providers that redistribute COVID-19 vaccine. CDC cannot reimburse costs of redistribution beyond the initial designated primary CDC ship-to site(s), nor for purchase of any vaccine-specific refrigerators or qualified containers. Therefore, organizations planning for redistribution of COVID-19 vaccine must carefully assess the associated risks and costs (e.g., vaccine loss due to temperature excursions, purchase of vaccine-specific portable refrigerators and/or containers) before planning this activity.

ORGANIZATION INFORMATION			
Organization/facility name:		For official use only: VTrack ID: _____ Unique COVID-19 Organization ID (from Section A): _____	
Street:			
PRIMARY ADDRESS and CONTACT INFORMATION OF COVID-19 VACCINATION ORGANIZATION			
City:			
City:	County:	State:	ZIP:
Telephone:		Fax:	
RESPONSIBLE OFFICERS			
Medical Director (or Equivalent) Information			
Last name		First name	Middle initial
Title		Licensure (state and number)	
Telephone number:		Email:	
Address:			
Chief Executive Officer (or Chief Fiduciary) Information			
Last name		First name	Middle initial
Telephone number:		Email:	
Address:			

9/14/2020

Page 1 of 2

**CDC Redistribution Agreement**



# Request to Return or Transfer Vaccines

## Did you know...?

Transferring Providers are **responsible for costs incurred** during the transfer process, as well as for **maintaining the cold chain** throughout the transfer process.

The ***Transferring Provider*** is responsible for any costs incurred in transferring the vaccine to another provider.



Vaccine Arrival at  
Provider Facility



Vaccine Storage &  
Handling at  
Provider Facility



*Transferring  
Provider Ships or  
Transports Vaccine*



Vaccine  
Administration at  
*Receiving Provider*  
Facility



***Transferring Provider responsible for maintaining the cold chain***

# Request to Return or Transfer Vaccines

## Did you know...?

You will not be able to request to transfer more doses than your facility has available under the Lot ID.



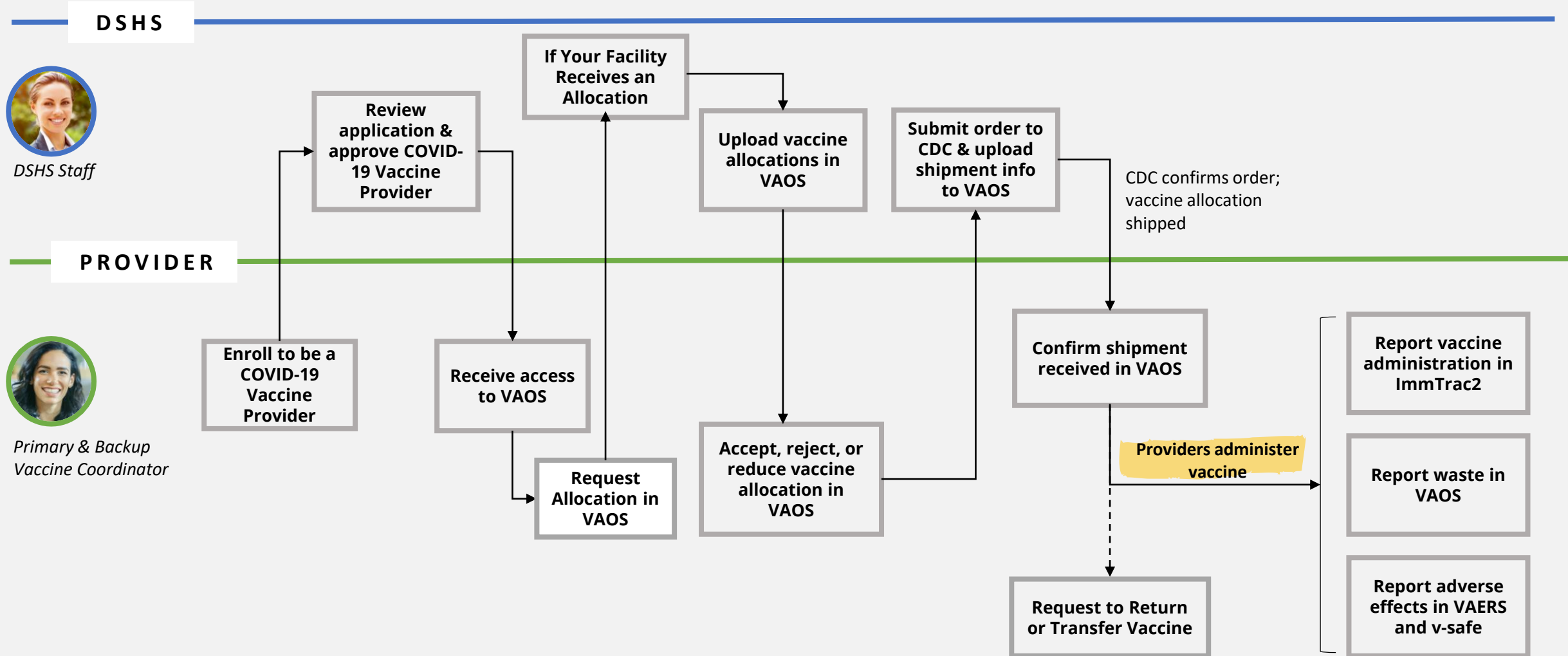
To search for the inventory record, start by typing the Lot ID in the field. The associated *Inventory Record*, if available, will appear in the search results.

A screenshot of a web application interface. At the top, there is a tab labeled "Inventory Record". Below the tab is a search input field containing the text "abc". To the right of the input field is a magnifying glass icon. Below the input field is a search results area. It contains a single result: a magnifying glass icon followed by the text "abc" in Vaccine Items. At the bottom of the interface, there is a section labeled "Comments".

You can **verify the number of doses** you have under a Lot ID by searching for the Lot ID in VAOS.



# COVID-19 Vaccine Provider Milestones



# Providers Administer COVID-19 Vaccine

## Did you know...?

Do not hold back first doses of the vaccine.

Providers **do not need to “hold back”** doses from a First Dose allocation for patients' second doses. After receiving a First Dose allocation, Providers should request a Second Dose allocation in VAOS.



Providers should **begin vaccinating patients as soon as possible after receiving a vaccine shipment**, beginning with the Phase 1A target population. If there are no patients from the Phase 1A target population to administer the vaccine doses to immediately, administer to Phase 1B patients.

## Did you know...?

You find and print additional **vaccination record cards**

You can find them [here](#) on the [DSHS COVID-19 Vaccine Management Resources website](#).

COVID-19 Vaccination Record Card			
Please keep this record card, which includes medical information about the vaccines you have received.			
Por favor, guarde esta tarjeta de registro, que incluye información médica sobre las vacunas que ha recibido.			
Last Name		First Name	MI
Date of birth		Patient number (medical record or IIS record number)	
Vaccine	Product Name/Manufacturer Lot Number	Date	Healthcare Professional or Clinic Site
1 <sup>st</sup> Dose COVID-19		mm / dd / yy	
2 <sup>nd</sup> Dose COVID-19		mm / dd / yy	
Other		mm / dd / yy	
Other		mm / dd / yy	

# Providers Administer COVID-19 Vaccine

## Did you know...?

Use **Second Dose allocations** to provide **second doses** to patients who have already received a first dose of the COVID-19 vaccine.

**Second Dose allocations should be used to provide second doses to patients who have already received their first dose.**

Additional second dose vaccines **may not be available at the right time** if a Provider uses Second Dose allocations to provide first doses to patients.



When administering the vaccine, Providers should **communicate the importance of returning to receive their second dose of the COVID-19 vaccine**, including proactively reminding patients when it is time for them to return for their second dose.

# Providers Administer COVID-19 Vaccine



## Did you know...?

To confirm a patient's chronic medical conditions for Phase 1 vaccinations, Providers should refer to the person's medical history.

To confirm chronic medical conditions, providers should refer to the person's medical history.

If a provider doesn't have access to the person's medical history, the person can self-disclose their medical condition. They do not need to provide documents to prove that they qualify.

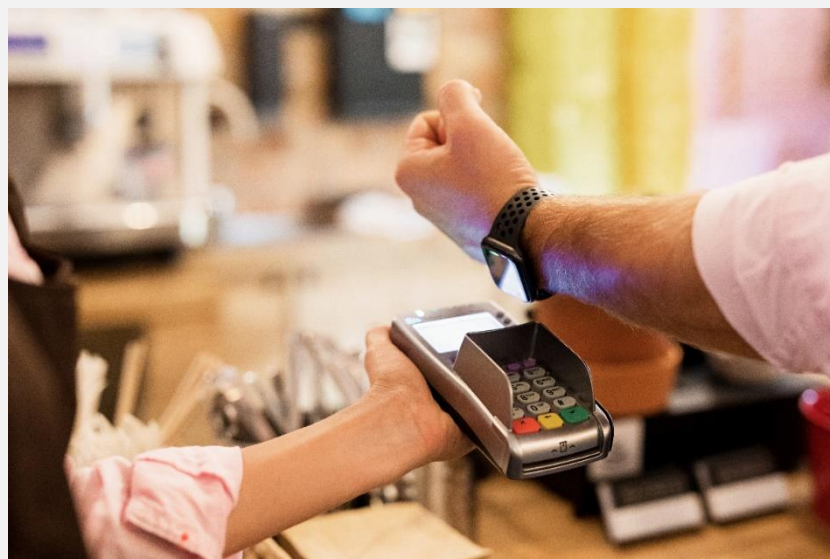


# Providers Administer COVID-19 Vaccine

## Did you know...?

There is **no residency requirement** for receiving a COVID-19 vaccine

To receive a COVID-19 vaccine, the patient **does not** have to demonstrate residency in Texas or the U.S.



You **CANNOT** charge a copay to the patient. You can bill insurance for the administration, however no person can be turned away due to inability to pay the administration fee. Vaccination providers can get this fee reimbursed by the patient's public or private insurance company or, for uninsured patients, by the [Health Resources and Services Administration's Provider Relief Fund](#).

## Did you know...?

Providers cannot charge a **copay** for the COVID-19 vaccine

# Providers Administer COVID-19 Vaccine

## Did you know...?

Pfizer COVID-19 vaccine should be administered 21 days after the first dose. You should **schedule second dose appointments based on this 21-day interval**.

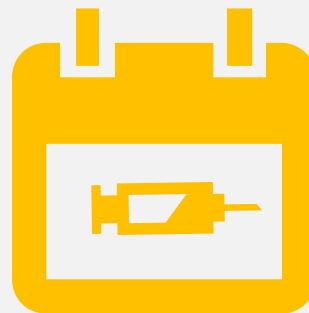
## Did you know...?

Moderna COVID-19 vaccine should be administered 28 days after the first dose. You should **schedule second dose appointments based on this 28-day interval**.

You can find more information about COVID-19 vaccine administration and grace periods [here for Pfizer vaccines](#) and [here for Moderna vaccines](#).

If you are unable to administer the vaccine on the manufacturer recommended day, use the following guidance:

- Pfizer second doses administered up to 4 days before the recommended date –17 or more days after first dose—are considered valid.
- Moderna second doses administered up to 4 days before the recommended date—24 or more days after first dose—are considered valid.



Doses administered **earlier than the recommended date do not need to be repeated**.

If it is not feasible to administer the second dose in the recommended time frame, it can be administered **up to 42 days** after the first dose.



# Providers Administer COVID-19 Vaccine

## Did you know...?

The different presentations of the COVID-19 vaccine are **not interchangeable**.

COVID-19 vaccines are **not** interchangeable with each other or with other COVID-19 vaccine products. The safety and efficacy of a mixed-product series have not been evaluated. Both doses of the series should be completed with the same product.



## Did you know...?

A patient can receive a COVID-19 vaccine after they have recovered from their infection.



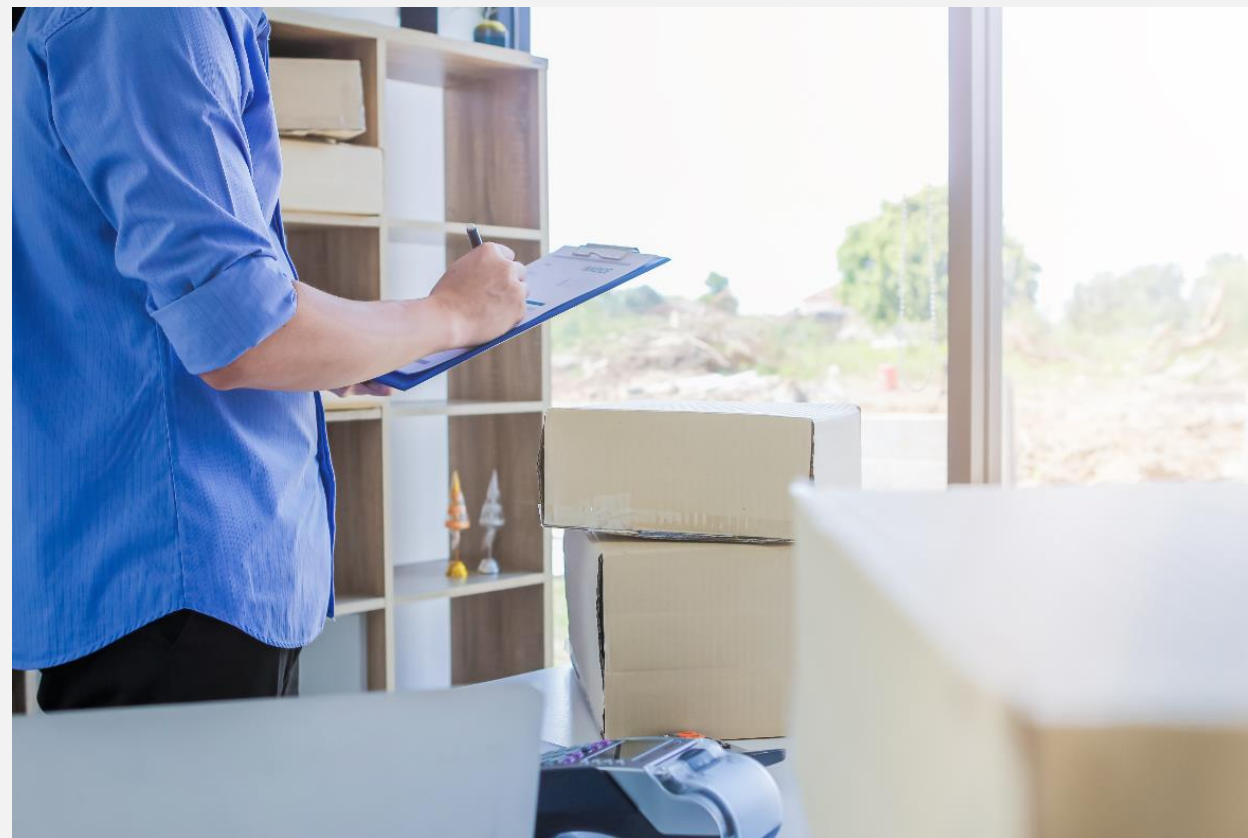
Vaccination of persons with a positive COVID infection **should be deferred** until the person has recovered from the acute illness and [criteria](#) have been met for them to discontinue isolation. This applies to patients before receiving any vaccine doses as well as those who develop SARS-CoV-2 infection **after the first dose but before receipt of the second dose**.

# Providers Administer COVID-19 Vaccine

## Did you know...?

Even if a provider is able to administer more doses than officially allocated, they will receive the **same number of second dose allocations** as they did for first doses.

Because of the extra doses that can be extracted from some vaccine vials, providers may be able to administer more doses than originally allocated. However, Second Dose allocations will include the **same official number of doses in the follow-up shipment** as there were in the First Dose shipment.



# Providers Administer COVID-19 Vaccine

## Did you know...?

Providers can offer **VaxText** as a **second dose reminder** to patients following their first COVID-19 vaccine.



**VaxText<sup>SM</sup>** is a free text messaging platform that providers can offer to their patients. Patients can opt in to conveniently **receive text message reminders** to get their second dose of COVID-19 vaccine or a reminder for when they are overdue for their second dose, in English or Spanish.



The VaxText<sup>SM</sup> text messaging service will ask vaccine recipients who participate for **basic vaccination information** so it can provide reminders based on the **correct vaccination schedule**. The patient will also receive a prompt to sign up for **v-safe**, CDC's vaccine safety monitoring system.



Patients can **text ENROLL to 1-833-VaxText (829-8398)** to opt in to VaxText<sup>SM</sup>.



# Providers Administer COVID-19 Vaccine

## Did you know...?

It is State of Texas policy to retain COVID-19 administration records **for five years.**

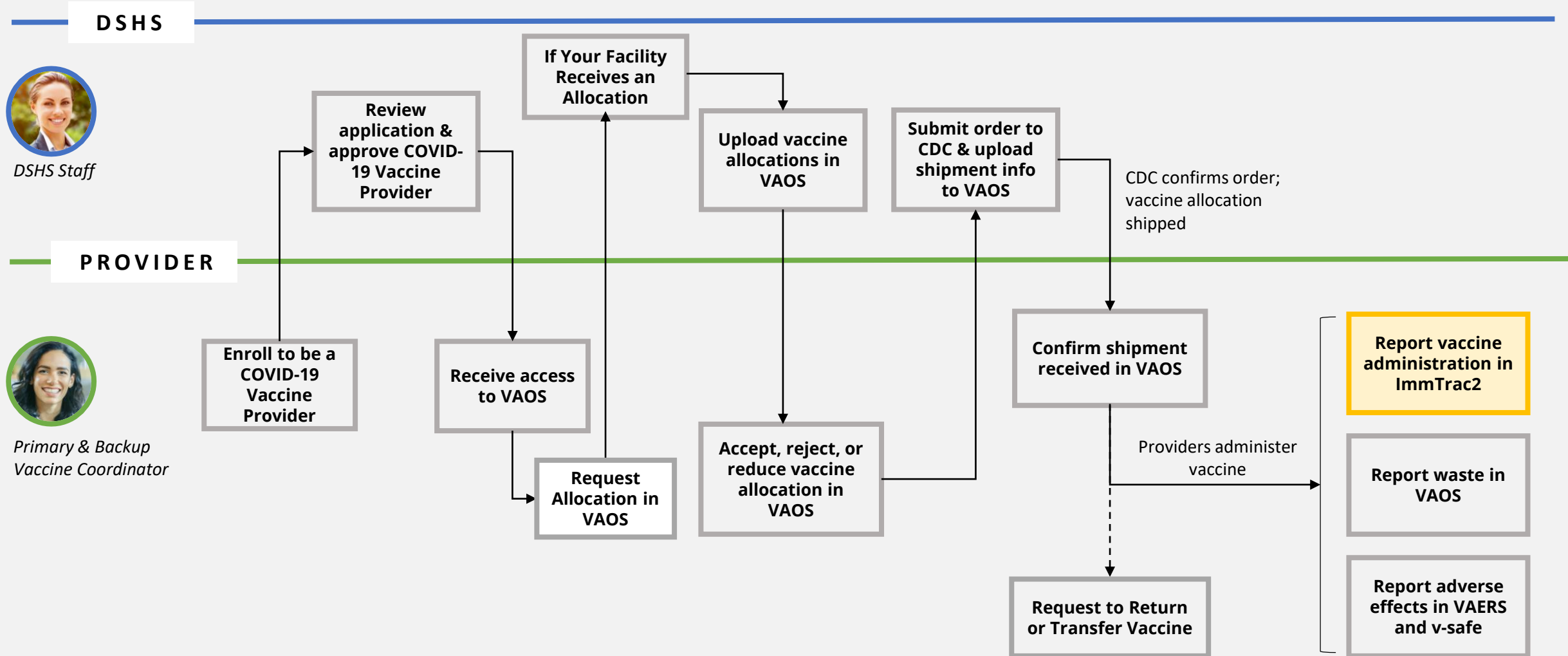


*The federal policy for record retention requires providers to retain records for 3 years.*



Providers should record vaccine administration within 24 hours of administration.

# COVID-19 Vaccine Provider Milestones



# Report Vaccine Administration in ImmTrac2

## Did you know...?

Providers should use their correct Org Code or ImmTrac2 IIS ID to report vaccine administration.

When reporting administered COVID-19 vaccines to ImmTrac2, providers must use their correct ImmTrac2 Org Code and TX IIS IDs to ensure that vaccines are accurately tracked in the COVID-19 Vaccine Data Dashboards in VAOS.



ImmTrac2 users receive their assigned Org Code(s) via email when they first get access to ImmTrac2, or when their access is modified.



Because vials may contain more than the official number of doses, **Providers may administer more doses than are officially allocated in VAOS.**

## Did you know...?

If you administer more doses than officially allocated in VAOS, still **report the actual vaccinations given to patients.**

Continue to **report actual vaccine administration into ImmTrac2**, regardless of the number of doses officially allocated.



# Report Vaccine Administration in ImmTrac2

**Did you know...?**

Providers need to report daily in both **TDEM** and **ImmTrac2**

## Reporting COVID-19 Vaccines/Therapeutics in the TDEM/DSHS Portal

Facility:

Facility Identification Number:

You are receiving this email because your facility has received an allocation of vaccines and/or monoclonal antibodies for COVID-19. The State of Texas requests that you submit information through the TDEM portal provided below, in addition to current tracking in ImmTrac2.

We are aware of the increased number of reporting requirements related to vaccines and therapeutics that are asked of you, and we are doing our best to streamline the inquiries with your assistance. We really appreciate the work of our hospital partners across the state in reacting to this crisis.

If you have any issues pertaining to the system, requests, or questions, please send an email to [vaccine@tdem.texas.gov](mailto:vaccine@tdem.texas.gov)

### INSTRUCTIONS

#### LOGIN

1. Go to <https://report.tdem.texas.gov>
2. Select your facility from the dropdown list titled "Select Facility".
3. Enter your Facility Identification Number, which is listed above.

**Did you know...?**

The data that you report in TDEM and ImmTrac2 isn't the same.

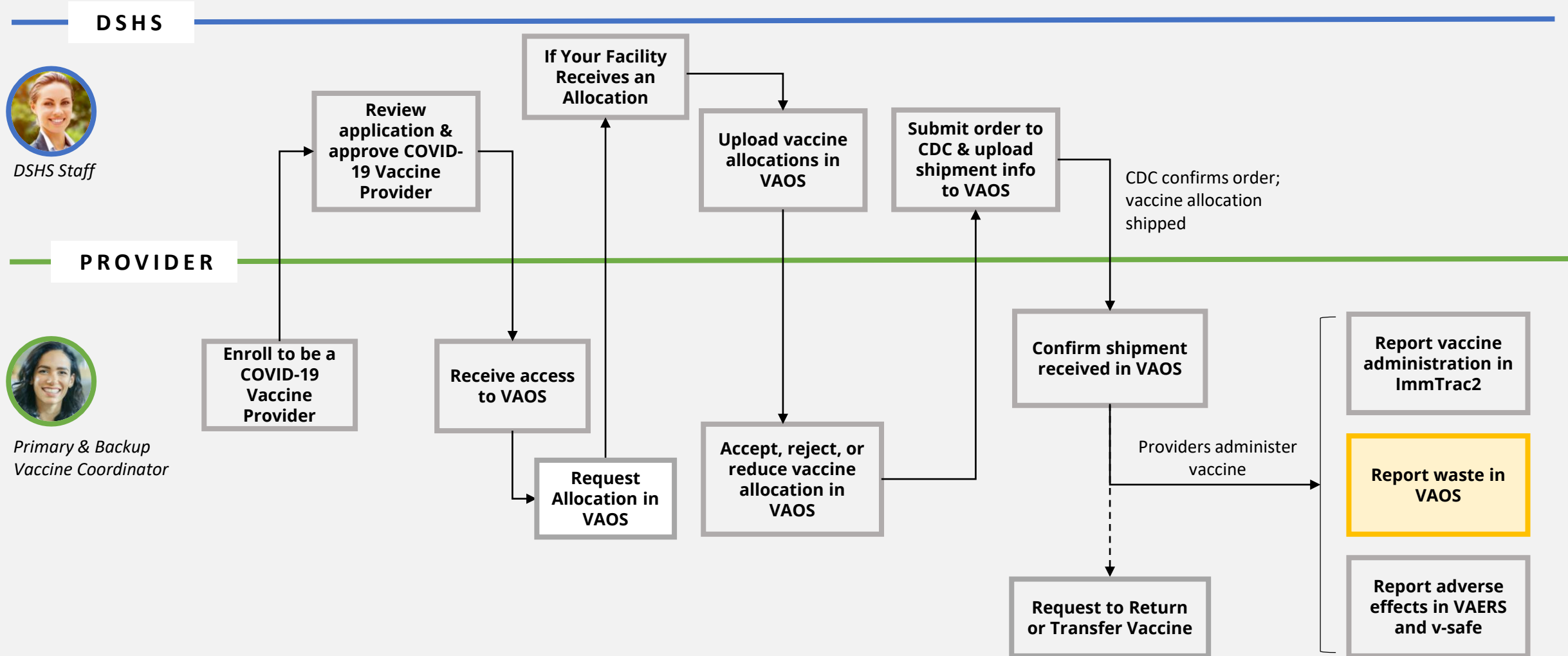
Providers must report aggregate doses administered to TDEM every day by 8AM at <https://report.tdem.texas.gov>

For questions about TDEM reporting, please contact: [vaccine@tdem.texas.gov](mailto:vaccine@tdem.texas.gov) or 844-908-3927

Continue to **report actual vaccine administration and patient data** into ImmTrac2.

**ImmTrac2**  
Texas Immunization Registry

# COVID-19 Vaccine Provider Milestones





# Report Waste in VAOS

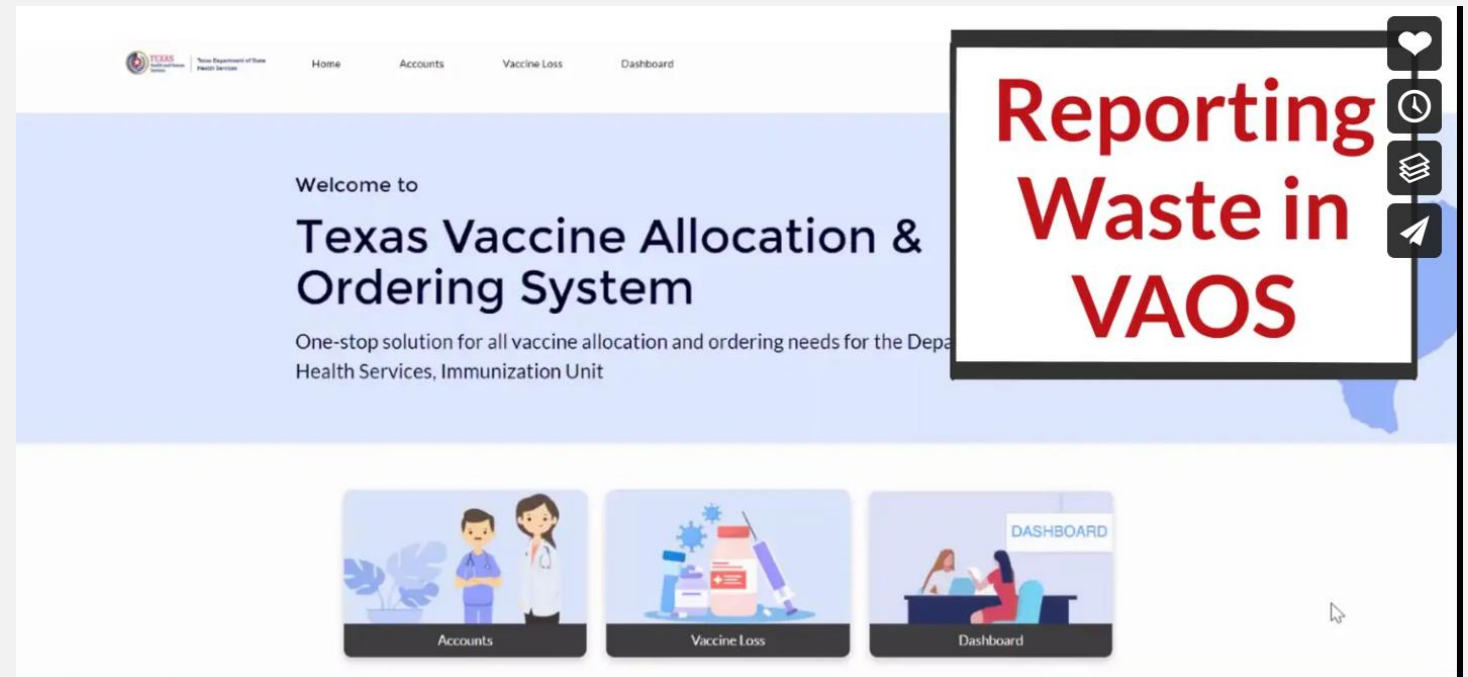
Did you know...?

Providers report **doses wasted in VAOS** and **doses administered in ImmTrac2**.

**Report doses that are wasted into VAOS.** This will affect the number of doses listed as on hand for your facility on the VAOS dashboard.

This does not include doses that are administered to patients. **Report all doses administered to patients in ImmTrac2.**

Want to learn more? Check out the VAOS Provider Guide and an instructional video on the [DSHS COVID-19 Vaccine Management Resources](#) site.

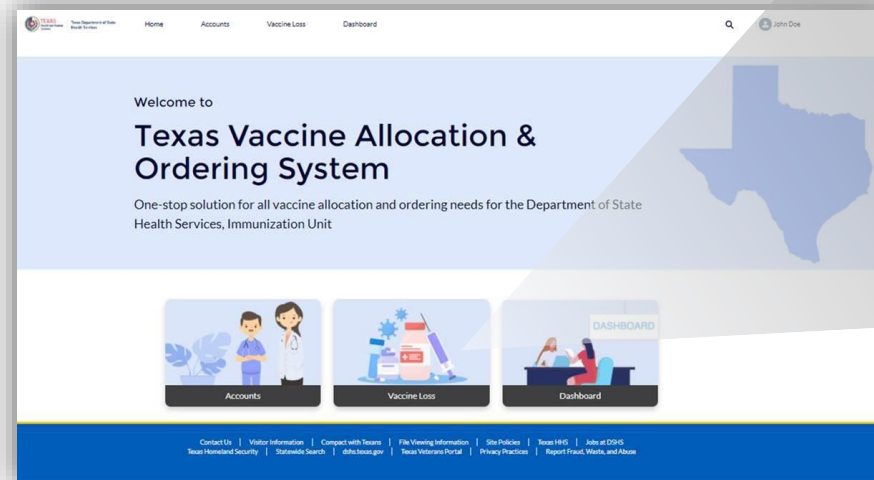


# Report Waste in VAOS

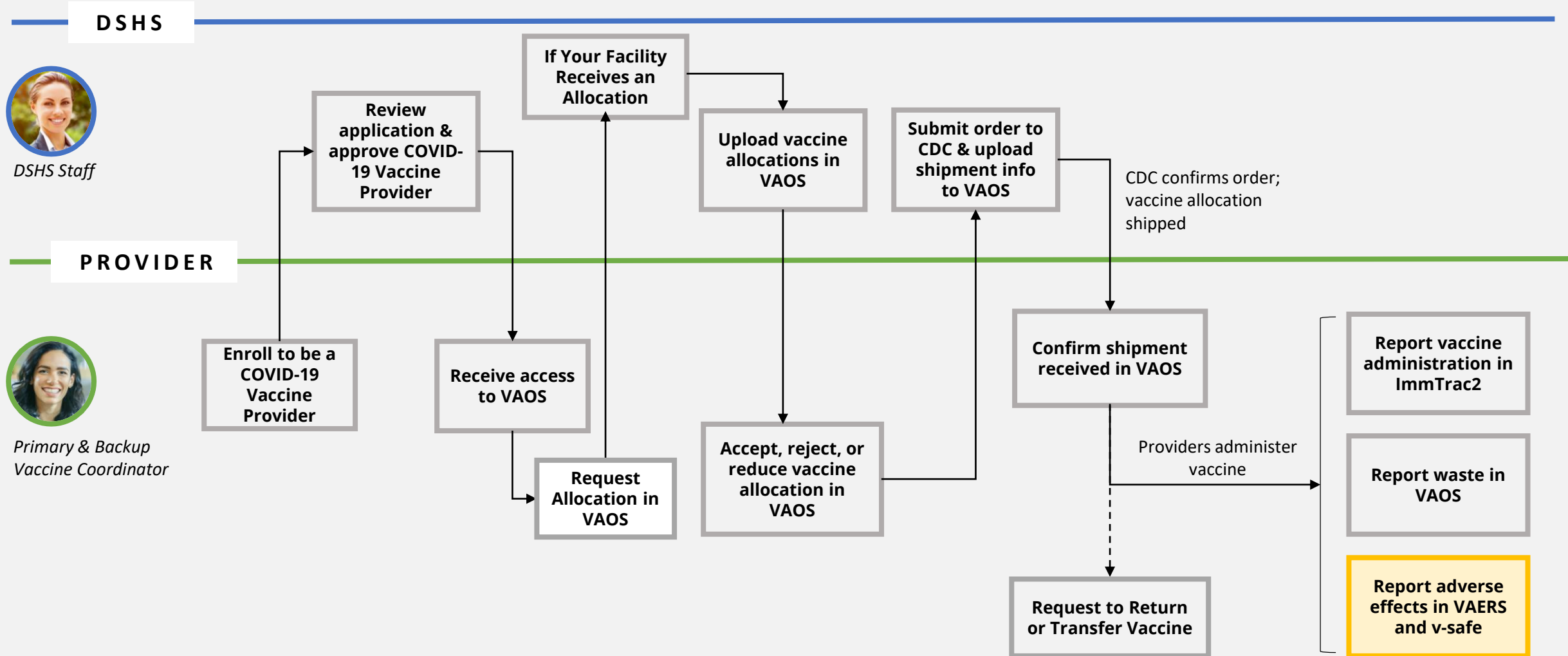
## Did you know...?

You can't report more doses wasted than you've received in your allocation.

Providers should report all doses wasted in VAOS. However, you **cannot report more doses wasted than you have been allocated in VAOS.**

A screenshot of the "New Vaccine Use: Vaccine Wastage" form. The form is titled "New Vaccine Use: Vaccine Wastage" and has a close button (X) in the top right corner. It is divided into two main sections: "Information" and "Description".  
  
The "Information" section contains the following fields:  
- Vaccine Administration Number (text input)  
- Facility (dropdown menu showing "Austin Regional Health Clinic")  
- Vaccine (dropdown menu showing "VI-0000014")  
- Status (dropdown menu showing "Wastage")  
- Reason for waste (dropdown menu showing "G81 - Expired vaccine")  
- Quantity Consumed (text input showing "25")  
- Vaccine Item Temp (text input)  
  
The "Description" section contains the following fields:  
- Description (text area showing "Vaccine Lot expired 11/08/2020")  
- Other Reason (text area)  
  
At the bottom right of the form, there are three buttons: "Cancel", "Save & New", and "Save".

# COVID-19 Vaccine Provider Milestones



# Report Adverse Effects in VAERS and v-safe

## Did you know...?

If a patient experiences **adverse effects** from the vaccine, you should **report it to VAERS**.

CDC and FDA encourage anybody who experiences any problems after vaccination to report to VAERS.

- Parents
- Patients
- Healthcare Providers
- Others

**Healthcare providers are required by law to report certain problems such as serious adverse events**

## Did you know...?

Providers should give **all vaccination patients** information on **v-safe** after administration.



**VAERS**

Vaccine Adverse Event  
Reporting System

Co-managed by  
CDC and FDA  
<http://vaers.hhs.gov>



**VAERS is the nation's frontline system for monitoring vaccine safety**

**V-safe** is a smartphone-based tool that uses text messaging and web surveys to provide **personalized health check-ins** after someone receives a COVID-19 vaccination.

Vaccine recipients can quickly tell the CDC if they have any side effects. The CDC may follow up with them by phone to get more information.

**V-safe** will also remind them to get their second COVID-19 vaccine dose, if needed.

Use your smartphone to tell CDC about any side effects after getting the COVID-19 vaccine. You'll also get reminders if you need a second vaccine dose.



# Report Adverse Events in VAERS and v-safe

## Did you know...?

New CDC guidance says **any allergic reaction**, not only anaphylaxis, is a contraindication for receiving the second dose of vaccine.

## Did you know...?

**Any and all** adverse effects should be reported to VAERS, even deaths.



Providers should report adverse events **any time an adverse event occurs** after vaccine administration

According to VAERS, any adverse event that occurs after the administration of a vaccine licensed in the United States, *whether it is or is not clear that a vaccine caused the adverse event*, should be reported.

**Poll: What VAOS functionality would you like to see covered more in future webinars?**

# More Info on New VAOS Features

Check it  
out!

Want more information on requesting allocations and transferring or returning vaccines? Check out our [Provider User Training Guide](#) for step-by-step walkthroughs on new and existing VAOS features.



Be sure and join future webinars to learn more about the new features and how you can use them as a COVID-19 Vaccine Provider.

# Additional Trainings

## Pfizer Manufacturer Training

Attendee Links	Password
<a href="#">Attendee link – January 28 – 5 PM ET</a>	pK9HB8Cy8fF
<a href="#">Attendee link – January 29 – 10 AM ET</a>	bmQpDsJ8p75

\*Content will be the same for each session



Texas Department of State  
Health Services



**Please look for invitations to  
additional COVID-19 Provider  
Webinars in the coming days and  
weeks**



Texas Department of State  
Health Services

# Key Resources

**COVID-19 Vaccine Resources (today's webinar, training materials, videos):**

<https://www.dshs.texas.gov/coronavirus/immunize/vaccine-manage-resources.aspx>

**COVID-19 Vaccine Provider Enrollment Information:**

[www.dshs.texas.gov/coronavirus/immunize/provider-information.aspx](http://www.dshs.texas.gov/coronavirus/immunize/provider-information.aspx)

[CDC Clinical Considerations for or Use of mRNA COVID-19 Vaccines](#)

**DSHS COVID-19 Vaccine Provider hotline:**

(877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email:

[COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov)

For questions about training materials or webinars, please email us at

[COVID19VacMgmt@dshs.texas.gov](mailto:COVID19VacMgmt@dshs.texas.gov)



Texas Department of State  
Health Services

# COVID-19 Provider Support

Category	COVID-19 Vaccine Provider Enrollment, Vaccine Information, and Safety Reporting	Vaccine Allocation & Ordering System (VAOS)	COVID-19 Vaccine Distribution	Reporting for COVID-19 Vaccines
Sample questions	<ul style="list-style-type: none"> <li>How to become a COVID-19 Vaccine Provider</li> <li>In-progress applications</li> <li>Updating information in Provider Enrollment accounts, including population numbers</li> <li>Waste disposal/return</li> <li>COVID-19 vaccine safety</li> <li>Storage &amp; handling</li> <li>Administration of vaccine</li> <li>Vaccine distribution</li> <li>Reporting adverse events to VAERS</li> </ul>	<ul style="list-style-type: none"> <li>Who has access to VAOS</li> <li>"How to" questions about completing a task or process in VAOS</li> <li>VAOS or Tableau dashboards</li> <li>Tuesday/Thursday Provider Webinars</li> </ul>	<ul style="list-style-type: none"> <li>Tracking shipments</li> <li>Allocations</li> <li>Hub requests</li> <li>Vaccine transfers/returns</li> </ul>	<ul style="list-style-type: none"> <li>Reporting to ImmTrac2 via online web application</li> <li>Reporting to ImmTrac2 via data exchange</li> <li>Reporting to TDEM</li> </ul>
Provider Support Channel	<b>Provider Help Desk</b> (877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email: <a href="mailto:COVID19VacEnroll@dshs.texas.gov">COVID19VacEnroll@dshs.texas.gov</a>	<b>Vaccine Management Mailbox:</b> <a href="mailto:COVID19VacMgmt@dshs.texas.gov">COVID19VacMgmt@dshs.texas.gov</a>	<b>Vaccine Shipments:</b> <a href="mailto:COVID19VacShipments@dshs.texas.gov">COVID19VacShipments@dshs.texas.gov</a>	<b>ImmTrac2 Web app:</b> : <a href="mailto:ImmTrac2@dshs.Texas.gov">ImmTrac2@dshs.Texas.gov</a> <b>Data Exchange:</b> <a href="mailto:ImmTracMU@dshs.Texas.gov">ImmTracMU@dshs.Texas.gov</a> <b>TDEM/ TMD Call Center:</b> <a href="mailto:vaccine@tdem.texas.gov">vaccine@tdem.texas.gov</a>

**Thank you!**